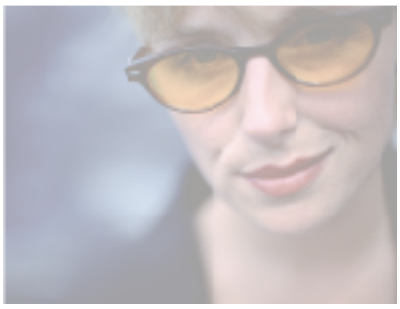


Gateway 980 Server

user's guide









Customizing | Troubleshooting | Gateway™

Contents

1 Checking Out Your Gateway Server 1

Front 2
Back 4
Interior 5
System board 6
Left side 6
Right side 7
Getting Help 8
Server Companion CD 8
Gateway Web site 8

2 Setting Up Your Server 9

Setting up the hardware 10
Converting to a rackmount server 10
Protecting from power source problems 11
Starting your server 13
Understanding the power-on self-test 14
Turning off your server 15
Setting up the operating system 16

3 Maintaining Your Server 17

Caring for your server 18
Cleaning your server 18
Preparing for system recovery 21
Recording the BIOS configuration 21
System administration 22
Gateway Server Manager 22
Server security 22
Using your Server Companion CD 24

4 Installing Components 25

Preparing to install components 26
Selecting a place to work 26
Gathering the tools you need 26
Preventing static electricity discharge 27
Opening the server case 28
Closing the server case 32
Installing drives 34

Installing an IDE drive 35
Installing a SCSI hard drive 42
Installing memory 45
Installing PCI expansion cards 47
Installing a processor 52
Installing a voltage regulator 56
Replacing the power supply 57
Replacing the SCSI backplane 60
Replacing the system board 66
Replacing a fan 69
Replacing the CMOS battery 71

5 Using the BIOS Setup Utility 75

Opening the BIOS Setup utility 76
Updating the BIOS 77
Recovering the BIOS 77
Resetting the BIOS 78
Resetting BIOS passwords 79

6 Troubleshooting 81

Safety guidelines 82
Error messages 83
Troubleshooting 85
First steps 85
Battery replacement 85
Beep codes 86
BIOS 87
CD drive 88
Diskette drive 88
Expansion cards 89
Hard drive 89
Internet 91
Keyboard 92
Memory 92
Modem (telephone dial-up) 92
Monitor 94
Power 95
Processor 95
Telephone support 96
Before calling Gateway Technical Support 96
Telephone support 97
Tutoring and training 98

A Server Specifications 99
System specifications 100
System board specifications 101
Environmental specifications 102
Video specifications 103
Resolution support 103
Electronic specifications 104
Memory map 104
Interrupts 104
PCI interrupt routing 105
Additional specifications 106

B BIOS Settings 107

C Safety, Regulatory, and Legal Information 111

Index 119



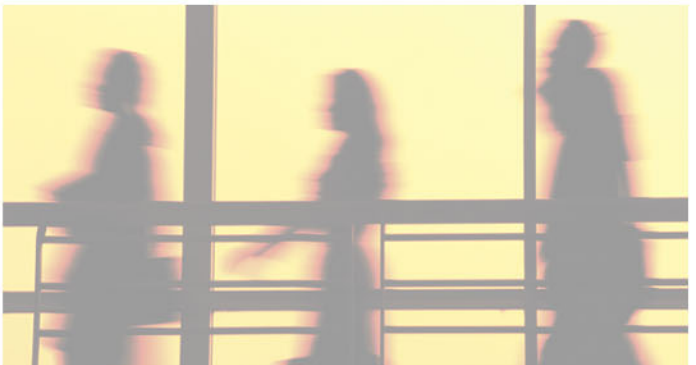
Checking Out Your Gateway Server

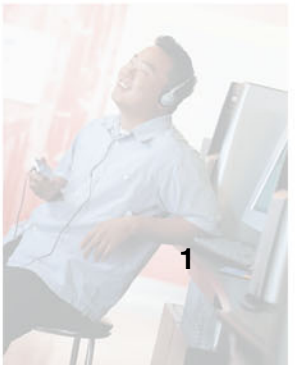
1

Read this chapter to learn:

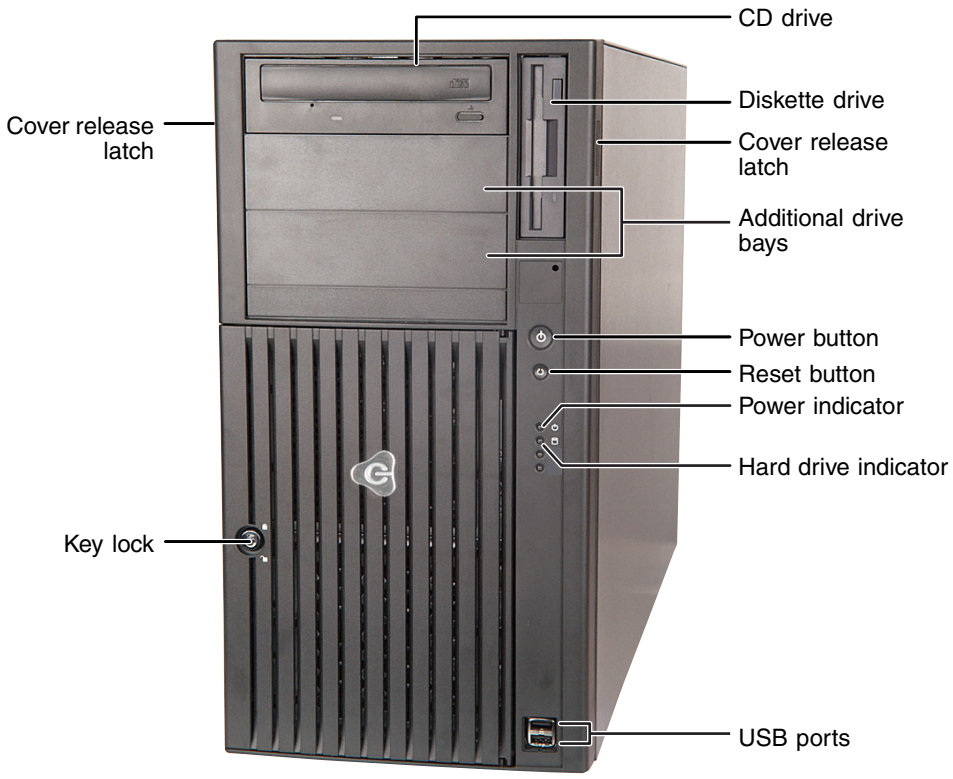
- Where drives, ports, jacks, and controls are located
- Where system board components are located
- What help resources are available





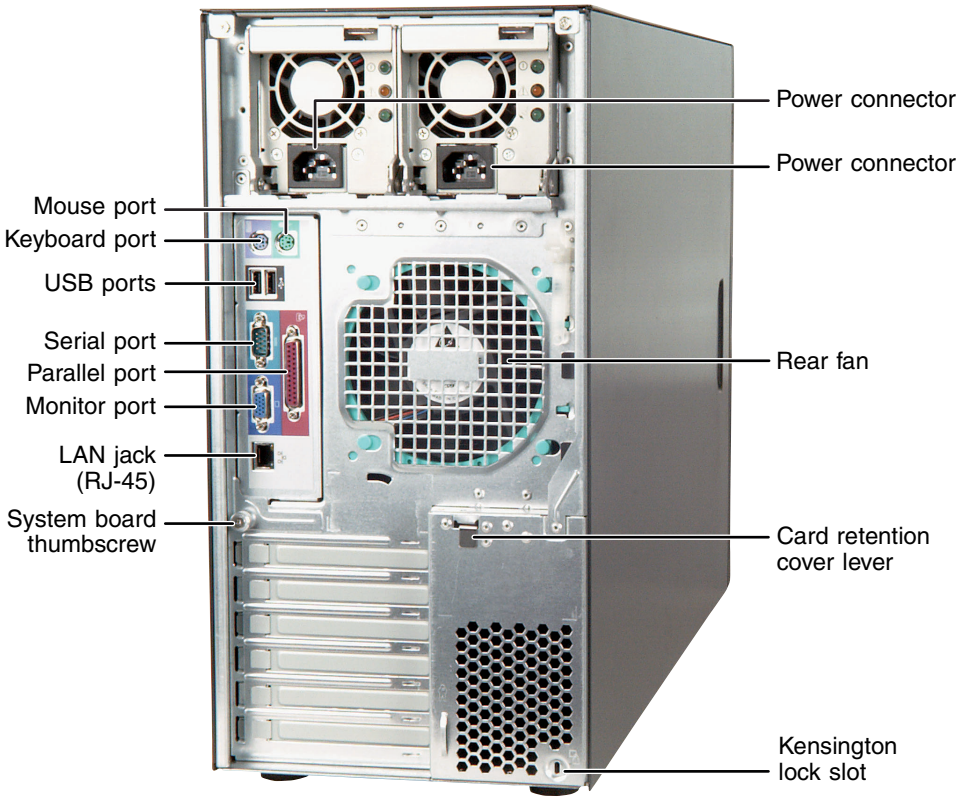


Front

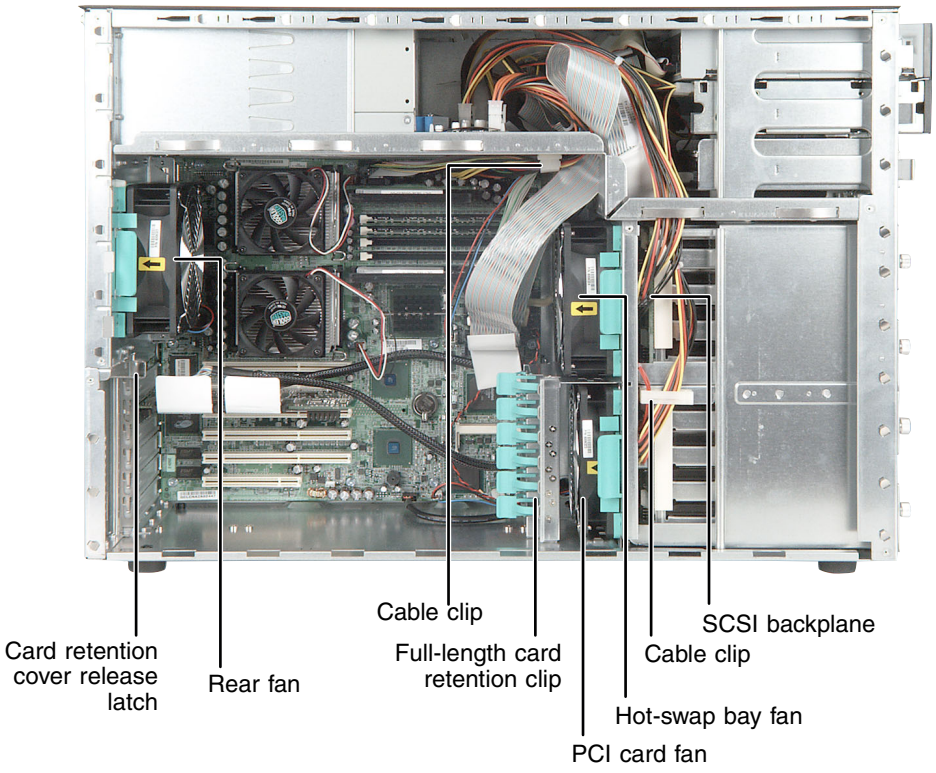

CD drive
Diskette drive
Cover release latch
Cover release latch
Additional drive bays
Power button
Reset button
Power indicator
Hard drive indicator
Key lock
USB ports


Hot-swap drives

Back

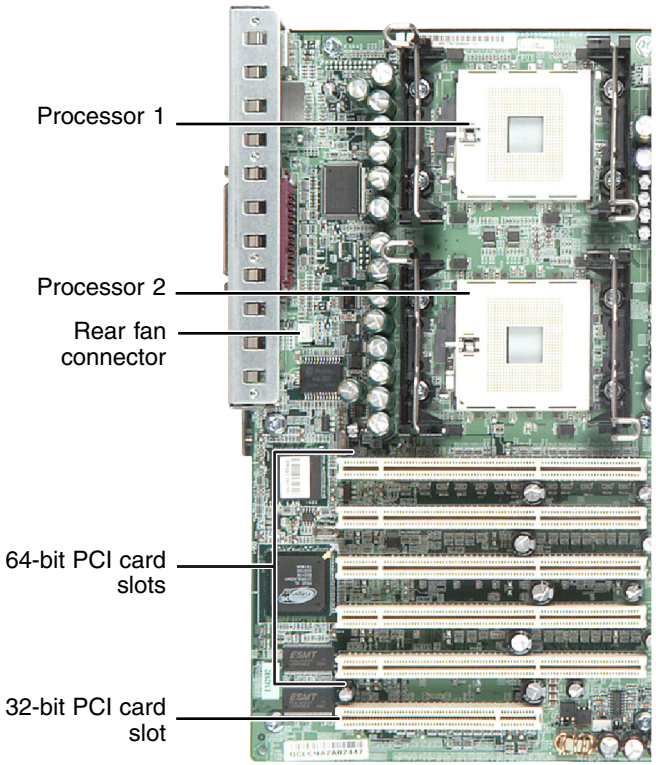

Power connector
Power connector
Mouse port
Keyboard port
USB ports
Serial port
Parallel port
Monitor port
LAN jack (RJ-45)
System board thumbscrew
Rear fan
Card retention cover lever
Kensington lock slot

Interior

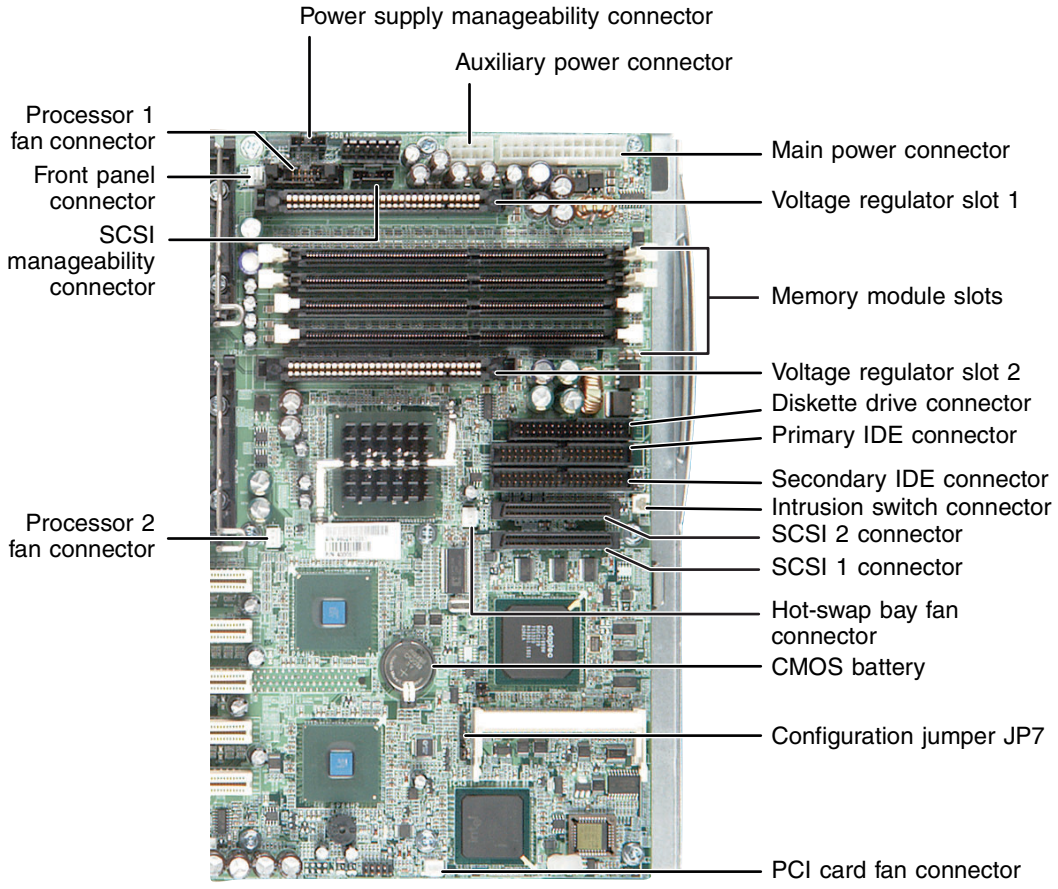

Card retention cover release latch
Rear fan
Cable clip
Full-length card retention clip
PCI card fan
Hot-swap bay fan
Cable clip
SCSI backplane

System board

Left side



Right side


Power supply manageability connector
Auxiliary power connector
Processor 1 fan connector
Front panel connector
SCSI manageability connector
Main power connector
Voltage regulator slot 1
Memory module slots
Voltage regulator slot 2
Diskette drive connector
Primary IDE connector
Secondary IDE connector
Intrusion switch connector
SCSI 2 connector
SCSI 1 connector
Processor 2 fan connector
Hot-swap bay fan connector
CMOS battery
Configuration jumper JP7
PCI card fan connector

Getting Help

In addition to your operating system's documentation, you can use the following information resources to help you use your server.

Server Companion CD

Use the *Server Companion CD* to access file utilities, Windows 2000 Server drivers, and documentation for your server and its components. For more information, see *Using Your Server Companion CD*.

Gateway Web site

Gateway provides a variety of information on its Web site to help you use your server.

Visit the Gateway Web site at support.gateway.com for:

- Technical documentation and product guides
- Technical tips and support
- Updated hardware drivers
- Order status
- Frequently asked questions (FAQs)

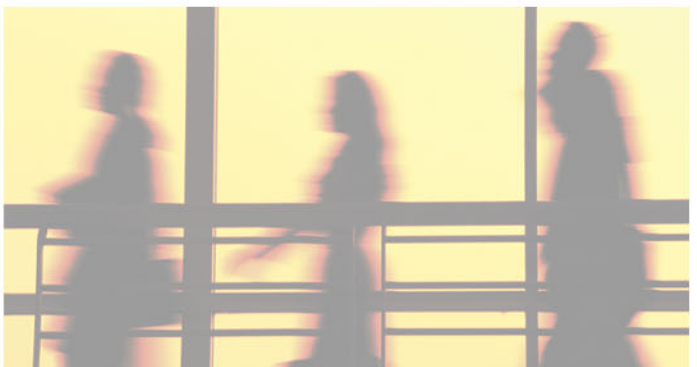


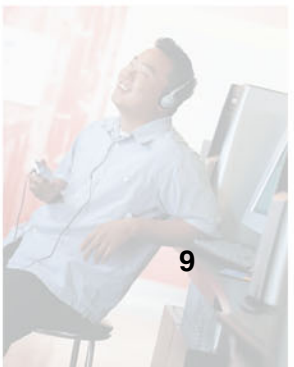
2 Setting Up Your Server

Read this chapter to learn how to:

- Use your server safely
- Start and turn off your server
- Restart (reboot) your server
- Set up the operating system







Setting up the hardware

To make sure that your working environment is safe:

- Use a clean, dry, flat, stable surface for your server. Allow at least 6 inches at the rear of the server for cabling and air circulation.
- Use the instructions on your server's setup poster to set up your hardware.
- Use a grounded (three-prong) surge protector. A surge protector helps protect against AC power fluctuations. For additional protection from power outages, we recommend that you use an uninterruptible power supply (UPS).

Warning



Your server comes with a 3-wire AC power cords fitted with the correct plug style for your region. If these plugs do not match the connector on your surge protector, UPS, or wall outlet, do not attempt to modify the plugs in any way. Use a surge protector, UPS, or wall outlet that is appropriate for the supplied AC power cords.

- Avoid subjecting your server to extreme temperature changes. Do not expose your server to direct sunlight, heating ducts, or other heat-generating objects. Damage caused by extreme temperatures is not covered by your warranty. As a general rule, your server is safest at temperatures that are comfortable for you.
- Keep your server and magnetic media away from equipment that generates magnetic fields, such as unshielded stereo speakers. Strong magnetic fields can erase data on both diskettes and hard drives. Even a telephone placed too close to the server may cause interference.

Important



Keep the server boxes and packing material in case you need to send the server to Gateway for service. If you return your server in different packaging, your warranty may be voided.

Converting to a rackmount server

To convert your server to a rackmount configuration, see *Installing Your Gateway 960 or 980 Server into a Rackmount Cabinet*.

Protecting from power source problems

Surge protectors, line conditioners, and uninterruptible power supplies can help protect your server against power source problems.

Surge protectors

During a power surge, the voltage level of electricity coming into your server can increase to far above normal levels and cause data loss or server damage. Protect your server and peripheral devices by connecting them to a surge protector, which absorbs voltage surges and prevents them from reaching your server.

Warning



High voltages can enter your server through both the power cords, and the modem and network connections. Protect your server by using a surge protector. If you have a modem, use a surge protector that has the appropriate type of modem jack. During an electrical storm, unplug both the surge protector and the modem and network cables.

When your purchase a surge protector:

- Make sure that the surge protector meets the appropriate product safety certification for your location, such as Underwriters Laboratories (UL).
- Check the maximum amount of voltage the protector allows to pass through the line. The lower the voltage that the protector allows to pass through, the better the protection for your server.
- Check the energy absorption (*dissipation)* rating. The higher the energy absorption rating, the better the protection for your server.
- Check for line-conditioner capabilities. A line conditioner smooths out some of the normal line noise (small voltage fluctuations) of an electrical supply.

Line conditioners

A line conditioner protects your server from the small fluctuations in voltage from an electrical supply. Most servers can handle this variation, called *line noise,* without problems. However, some electrical sources include more line noise than normal. Line noise can also be a problem if your server is located near, or shares a circuit with, a device that causes electromagnetic interference, such as a television or a motor.

Some surge protectors and uninterruptible power supplies include simple line-conditioning capabilities.

Uninterruptible power supplies

Use an uninterruptible power supply (UPS) to protect your server from data loss during a total power failure. A UPS uses a battery to keep your server running temporarily during a power failure and lets you save your work and shut down your server. You cannot run your server for an extended period of time while using only the UPS. To buy a UPS, visit accessories.gateway.com.

Starting your server

Before you start your server for the first time:

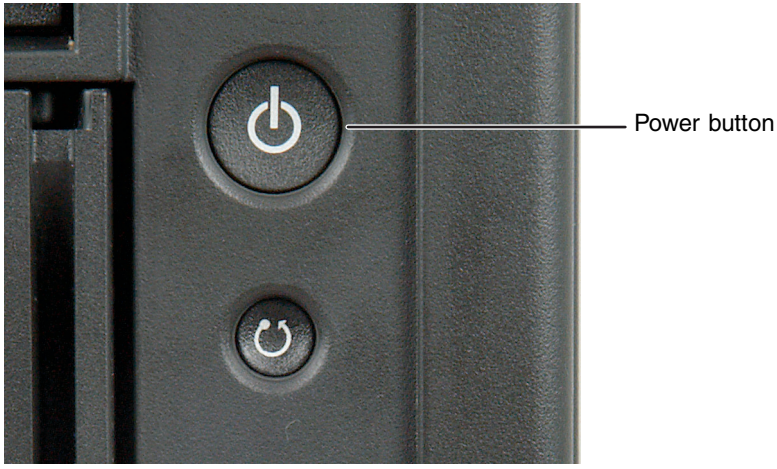
- Make sure that the server and monitor are plugged into a power outlet or surge protector and that the surge protector (if you are using one) is turned on.
- Make sure that all cables are connected securely to the correct ports and jacks on the back of the server.

Warning

When you connect peripheral devices to the server, make sure that your server and devices are turned off and the power cords are unplugged.

To start the server:

1 Press the power button.



When the power indicator is...	It means...
Green	The server is turned on.
Off	The server is turned off.

If nothing happens when you press the power button:

- Make sure that the power cords are plugged in securely and that your surge protector (if you are using one) is plugged in and turned on.
- Make sure that the monitor is connected to the server, plugged into the power outlet or surge protector, and turned on. You may also need to adjust the monitor's brightness and contrast controls.

2 The first time you turn on the server, any pre-installed operating system may begin asking you for configuration settings. See your operating system's documentation for instructions on configuring advanced settings for your specific network



To select which device your server boots from:

1 During server startup, press **F10**. The *Boot* menu opens.

2 Select the device you want to boot from. Common choices include:

- Removable Dev. (Removable device)
- ATAPI CDROM (CD drive)
- Hard Drive
- IBA GE NIC (Network boot)



Understanding the power-on self-test

When you turn on your server, the power-on self-test (POST) routine checks the server memory and components. If POST finds any problems, the server displays error messages. Write down any error messages that you see, then see "Error messages" on page 83 and "Beep codes" on page 86 for troubleshooting information.

Turning off your server

Every time you turn off your server, first shut down the operating system. You may lose data if you do not follow the correct procedure.

To turn off the server:

1. See the operating system's documentation or online help for instructions on shutting down the operating system. Whenever possible, you should use the operating system's shut down procedure instead of pressing the power button.
2. If your server did not turn off automatically, press the power button. If nothing happens when you press the power button, press and hold it for five seconds and the server will turn off.

Warning



The power button on the server does not turn off server AC power. To remove AC power from the server, you must unplug **both** AC power cords from the wall outlet or power source. The power cords are considered the disconnect device to the main (AC) power.

Warning



If you routinely turn off your server (daily or weekly), do not unplug the server or use the On/Off switch on the surge protector. Regularly cutting off all power to your server may cause the CMOS battery to fail prematurely.

Setting up the operating system

If you ordered your server with the operating system already installed by Gateway, it is completely installed and the basic settings are already configured. See your operating system's documentation for instructions on configuring advanced settings for your specific network.

If you are installing an operating system because it was not already installed by Gateway, see the appropriate installation guide for instructions.



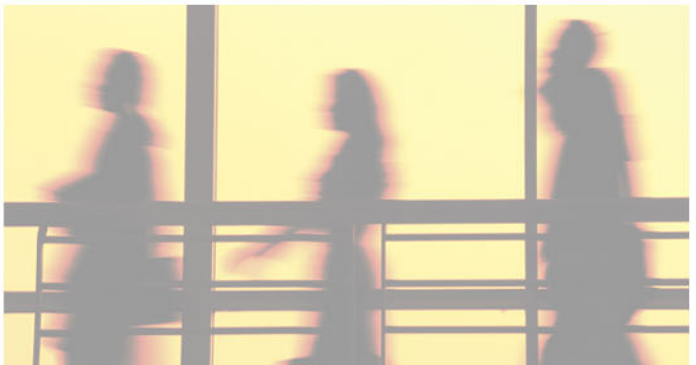
Maintaining Your Server

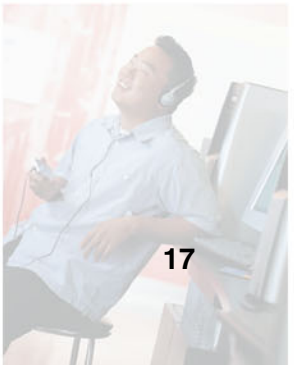
3

Read this chapter to learn how to:

- Care for your server
- Record the BIOS configuration
- Manage your server and network







Caring for your server

To extend the life of your server:

- Be careful not to bump or drop your server.
- When transporting your server, we recommend that you put it in the original packaging materials.
- Keep your server and magnetic media away from equipment that generates magnetic fields.
- Avoid subjecting your server to extreme temperatures. Do not expose your server to heating ducts or other heat-generating objects. Damage caused by extreme temperatures is not covered by your warranty. As a general rule, your server is safest at temperatures that are comfortable for you.
- Keep all liquids away from your server. When spilled onto server components, almost any liquid can result in extremely expensive repairs that are not covered under your warranty.
- Avoid dusty or dirty work environments. Dust and dirt can clog the internal mechanisms and can cause the server to overheat.

Cleaning your server

Keeping your server clean and the vents free from dust helps keep your server performing at its best. Your server cleaning kit could include:

- A soft, lint-free cloth
- Glass cleaner
- An aerosol can of air with a narrow, straw-like extension
- Isopropyl alcohol
- Cotton swabs
- A tape drive cleaning cartridge (if a tape drive is installed)
- A CD drive cleaning kit

Cleaning tips

- Always turn off your server and other peripheral devices before cleaning any components.

Warning



When you shut down your server, the power turns off, but some electrical current still flows through your server. To avoid possible injury from electrical shock, unplug the power cords and all other cables connected to the server.

- Use a damp, lint-free cloth to clean your server and other parts of your server system. Do not use abrasive or solvent cleaners because they can damage the finish on components.
- Keep the cooling vents free of dust. With your server turned off and unplugged, brush the dust away from the vents with a damp cloth, but be careful not to drip any water into the vents.

Cleaning the keyboard

You should clean the keyboard occasionally by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.

If you spill liquid on the keyboard, turn off your server and turn the keyboard upside down to let the liquid drain. Let the keyboard dry completely before trying to use it again. If the keyboard does not work after it dries, you may need to replace it. Keyboard damage resulting from spilled liquids is not covered by your warranty.

Cleaning the screen

If your computer screen is a flat panel display, use only a damp, soft cloth to clean it. Never spray water directly onto the screen.

Warning



The computer screen is made of specially coated glass and can be scratched or damaged by abrasive or ammonia-based glass cleaners.

- OR -

If your computer screen is not a flat panel display, use a soft cloth dampened with glass cleaner to clean the screen. Never spray cleaner directly onto the screen.

Cleaning the tape drive

If you use a tape drive to back up your files, regular maintenance will lengthen the life of the drive. To maintain the drive's reliability:

- Clean the drive monthly with the cleaning cartridge included with the drive.
- Remove the tape from the drive whenever the drive is not in use.

Preparing for system recovery

If your system files are corrupted, you may not be able to start the server from the hard drive. *Startup diskettes* are diskettes that let you start the server and attempt to fix the problem. See your operating system's documentation or online help for instructions on creating startup diskettes.

Some operating systems also let you create an emergency repair diskette to back up critical operating system files. See your operating system's documentation or online help for instructions on using an emergency repair diskette.

Recording the BIOS configuration

To help keep track of your custom changes to BIOS settings and to prepare for system recovery, you should record your BIOS configuration after you have your server set up and working.

To record your BIOS configuration:

1. Print the appendix for BIOS Settings in this guide.
2. Restart your server, then press **F2** when the Gateway logo screen appears during startup. The BIOS Setup utility opens.
3. Record the BIOS settings on your printout.

System administration

Gateway Server Manager

Gateway Server Manager lets you manage multiple computers on a Windows network from a single window, then implement commands and policies across the network with a single action. With Gateway Server Manager, you can run system management tasks which are triggered by certain events or conditions.

Printed documentation comes with the *Gateway Server Manager* CD. You can find additional documentation in the program's online help.

Server security

To prevent unauthorized use of the server, you can set BIOS startup passwords.

Using BIOS security passwords

Set up a supervisor password to prevent unauthorized access to the BIOS Setup utility. After you create a supervisor password, you can set up a user password to prevent unauthorized access to the server. You can:

- Enter either password to finish starting the server.
- Enter the supervisor password to access the BIOS Setup utility.

For information about resetting BIOS passwords, see "Resetting BIOS passwords" on page 79.



To set the BIOS security passwords:

1. Restart your server, then press **F2** when the Gateway logo screen appears during startup. The BIOS Setup utility opens.
2. Select the **Security** menu.

3 Select the password to set according to the following table.

Option	Description
Supervisor password	To control access to system configuration, set a supervisor password. Using a supervisor password lets you make changes to any setting in the BIOS. Passwords can be cleared. To clear the passwords, see "Resetting BIOS passwords" on page 79.
User password	The supervisor password must be set up before a user password can be set. To control access to the server, set a user password. The supervisor can set the level of access granted to the user password. The user password access levels are: ▪ **No Access**. User cannot access the BIOS Setup utility. ▪ **Limited**. User can change only the date and time. ▪ **View Only**. User can see all settings, but cannot change them. ▪ **Full**. User can change every setting except the supervisor password. Passwords can be cleared. To clear the passwords, see "Resetting BIOS passwords" on page 79.

4 Type the password and press ENTER, then type it again and press ENTER.

5 Save your changes and exit the BIOS Setup utility.



Using your Server Companion CD

You can use your *Server Companion CD* to:

- Install hardware drivers
- Install programs
- View server documentation

Instructions for using the CD are provided in *Using Your Server Companion CD*.



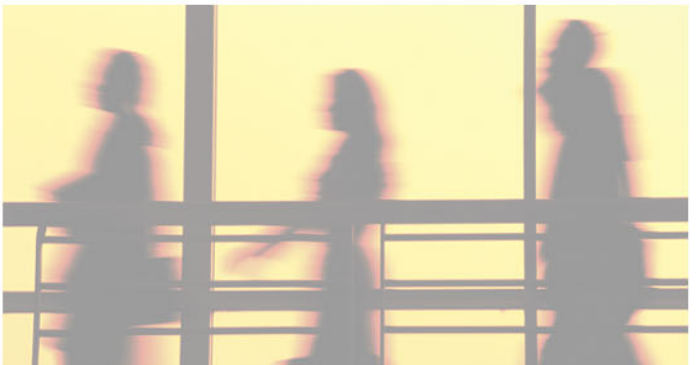
4 Installing Components

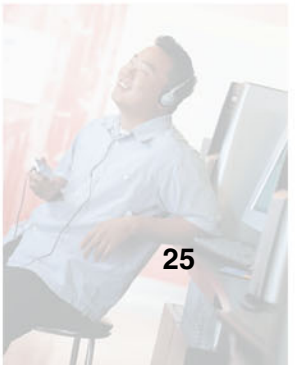
Read this chapter to learn how to:

- Open and close the server case
- Install drives
- Install expansion cards and memory modules
- Install processors and replace voltage regulators
- Check and replace the power supplies
- Replace the SCSI backplanes
- Replace the system board
- Replace case fans
- Replace the CMOS battery

You must open your server case to install components. If you are not comfortable with these procedures, get help from a more experienced computer user or computer service technician, or contact Gateway Technical Support.







Preparing to install components

Selecting a place to work

Work on your server in an area that:

- Is clean (avoid dusty areas)
- Is a low-static environment (avoid carpeted areas)
- Has a stable surface on which to set your server
- Has enough room to place all of your server parts
- Is near a grounded outlet so you can test your server after installation
- Is near a telephone (in case you need help from Gateway Technical Support). The telephone must be directly connected to a telephone jack and cannot be connected to your server.

Gathering the tools you need

Some tools and supplies that you may need to work on your server are:

- A notebook to take notes
- A Phillips screwdriver
- A small flat-blade screwdriver
- Small containers to store various types of screws
- A grounding wrist strap (available at most electronic stores)

Preventing static electricity discharge

The components inside your server are extremely sensitive to static electricity, also known as *electrostatic discharge* (ESD).

Warning



ESD can permanently damage electrostatic discharge-sensitive components in the server. Prevent ESD damage by following ESD guidelines every time you open the server case.

Warning



To avoid exposure to dangerous electrical voltages and moving parts, turn off your server and unplug the power cords and modem cable before opening the server case.

Before working with server components, follow these guidelines:

- Turn off the server, then unplug the power cords and all other cables.
- Press the power button to drain any residual power from the server.
- Wear a grounding wrist strap (available at most electronics stores) and attach it to a bare metal part of the server. You can also touch a bare metal surface on the back of the server with your finger.

Warning



To prevent risk of electric shock, do not insert any object into the vent holes of the power supply.

- Avoid static-causing surfaces such as carpeted floors, plastic, and packing foam.
- Avoid working on the server when your work area is extremely humid.
- Remove components from their antistatic bags only when you are ready to use them. Do not lay components on the outside of antistatic bags because only the inside of the bags provide electrostatic protection.
- Always hold expansion cards by their edges or their metal mounting brackets. Avoid touching the edge connectors and components on the cards. Never slide expansion cards or components over any surface.

Opening the server case

Because the components inside your server are extremely sensitive to static electricity, make sure that you follow the instructions at the beginning of this chapter to avoid static electricity damage.

Warning



For correct cooling and air flow, always reinstall the side panel and the air duct (if included) before you turn on the server. Operating the server without the cover in place can damage server components.

To open the server case:

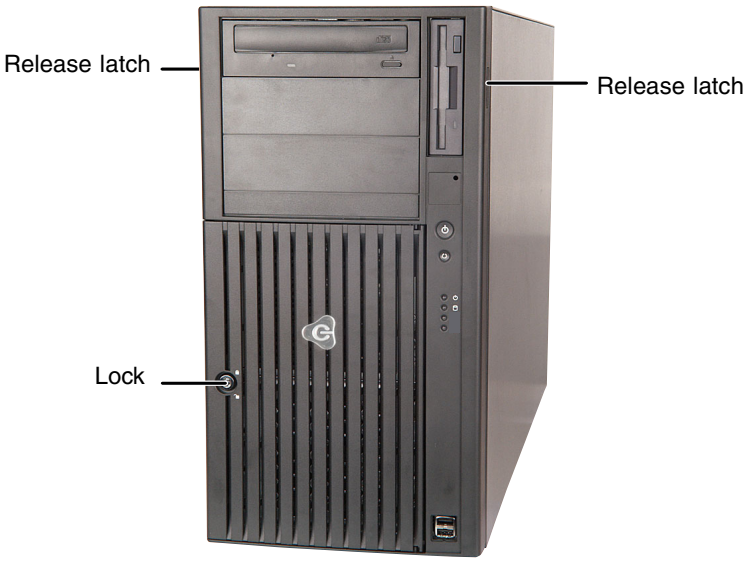
1. Follow the instructions in "Preventing static electricity discharge" on page 27.
2. Turn off the server, then unplug the power cords and all other cables connected to the server.

Warning



This server has two power cords. To disconnect internal AC power, you must unplug both power cords.

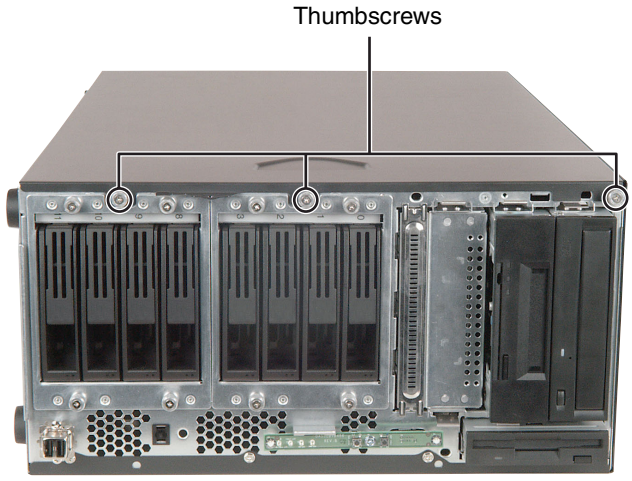
3 Unlock the front cover.



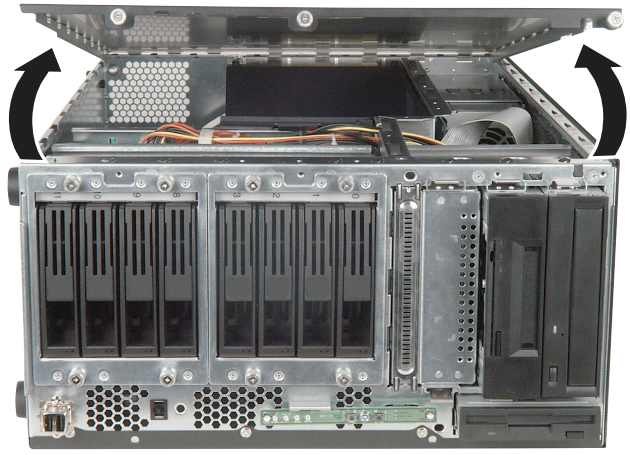
4 Press the two front cover release latches, then pull the cover away from the server.

5 For more stability, place the server on its side.

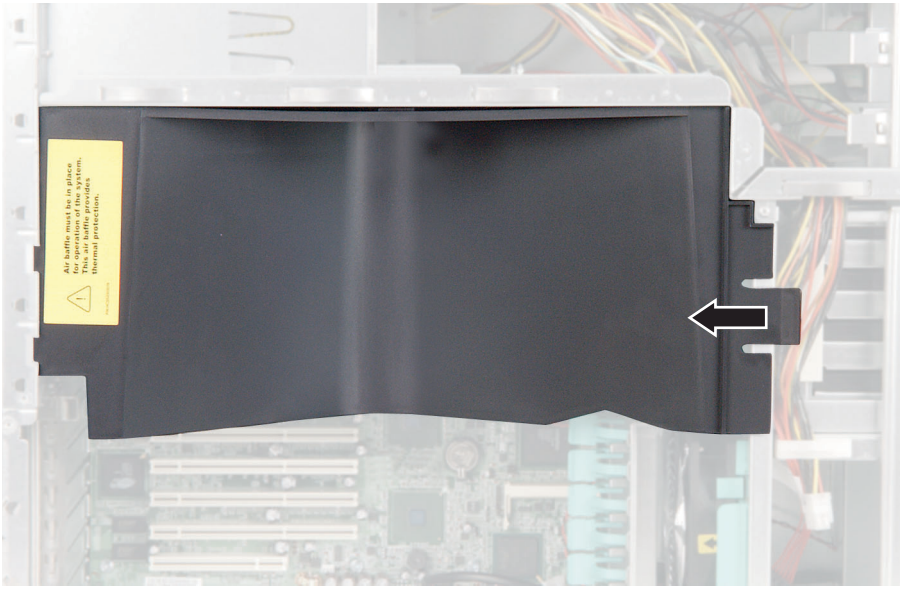
6 Loosen the three captive thumbscrews that secure the side panel to the server.



7 Slide the side panel toward the front of the case about ½ inch, then lift the panel away from the server.



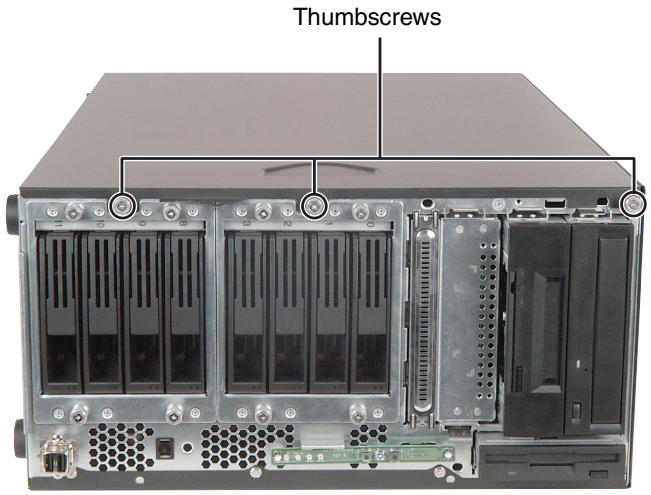
8 If your server has an air duct, pull the tab on the right until it releases the duct from the server, then lift the duct away from the server.



Closing the server case

To close the server case:

1. For more stability, place the server on its side.
2. Make sure that all of the internal cables are arranged inside the case so they will not be pinched when you close the case.
3. Replace the air duct if one came with your server.
4. Align the side panel's top and bottom tabs into the case notches, then slide the side panel toward the back of the case until the back of the side panel is flush with the back of the case.
5. Tighten the three captive thumbscrews that secure the front of the cover to the server case.



6. Set the case upright.

7 Align the notch in the bottom of the front cover with the rail on the front of the case, then swing the cover against the case.



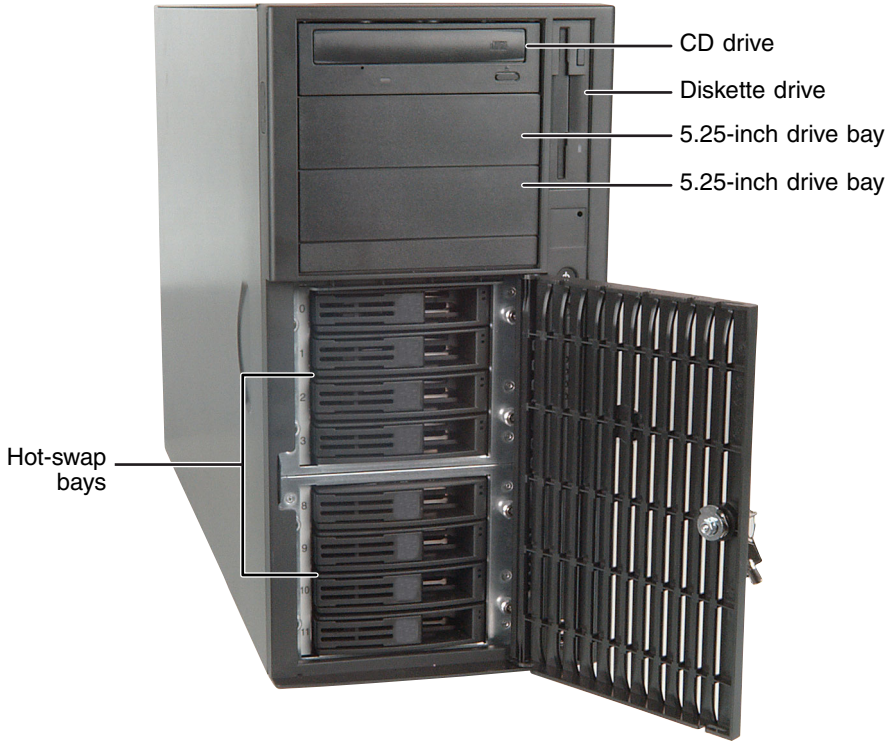
8 Lock the front cover.

9 Reconnect the power cords and all other cables.

Installing drives

Your server's basic configuration includes one CD drive and one 3.5-inch diskette drive. Your server also has two additional 5.25-inch drive bays.

Your server can have up to eight SCSI hard drives in the hot-swap bay behind the front access door.



As you prepare to install drives, remember:

- Do not use the top 5.25-inch drive bay for drives which have electronic components exposed on the top. Drive mounting rails at the top of the bay may damage any exposed electronic components.
- Before you install a drive, see the drive's documentation for information on configuring the drive, setting drive jumpers, and attaching cables.
- IDE hard drives can be configured as single, master, slave, or cable-select. IDE CD drives can be configured as master, slave, or cable-select.

- If cable-select is available (drive assignments will be marked on the cable), the IDE cable assigns the master/slave positions to the drives it connects. You can override these assignments using the jumpers on the drives.
- If cable-select is not available and only one drive is attached to an IDE controller cable, configure the drive as master if it is a CD drive. If two drives of any type are attached to the cable, configure one as master and one as slave.

- You may need to configure the drives you install using the BIOS Setup utility. Press **F2** at startup to open the BIOS Setup utility.

Installing an IDE drive

Use these instructions to install or replace a diskette, CD, hard drive, or tape drive.

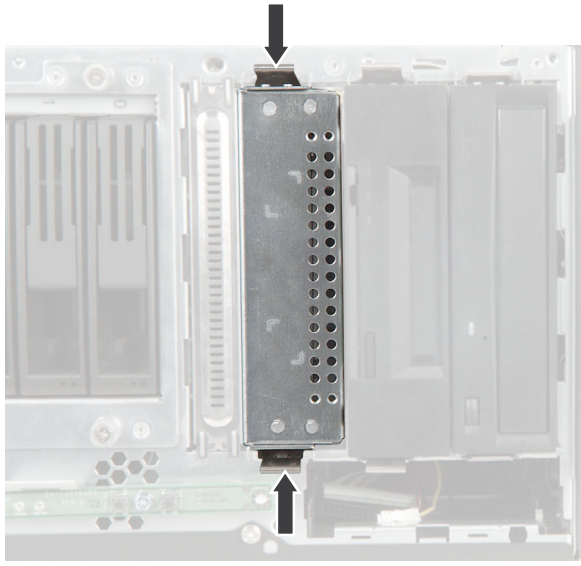
To install a 5.25-inch drive:

1. Follow the instructions in "Preventing static electricity discharge" on page 27.
2. Follow the instructions in "Opening the server case" on page 28.

3 If you are replacing a drive, go to Step 7.

- OR -

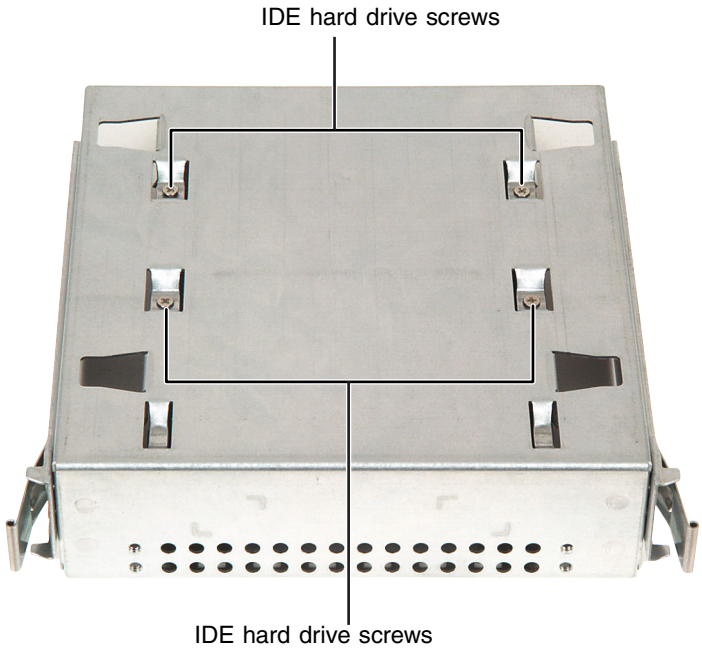
If you are adding a new drive, press and hold the two locking clips against the bay's 3.5-inch drive adapter, then pull it out of the server.



4 Press the drive bay face plate release tabs inward, then pull the face plate away from the front cover.

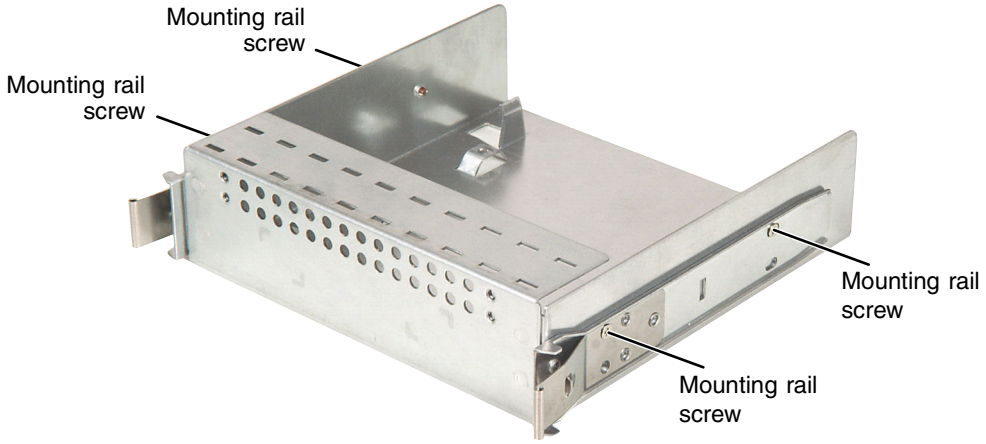


5 If you are adding a 3.5-inch hard drive, use the screws that came with your IDE hard drive to secure the drive to the 3.5-inch drive adapter.

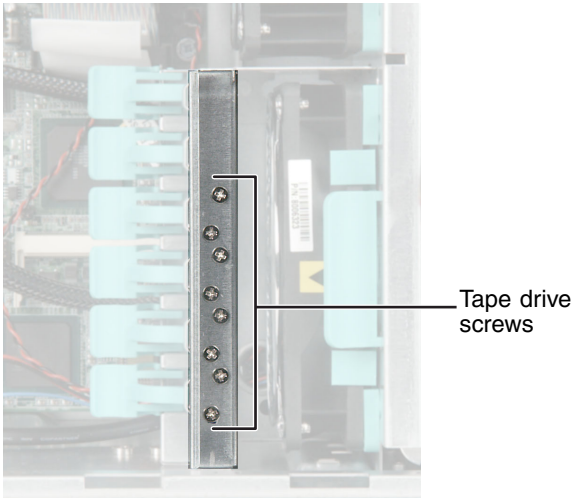


- OR -

If you are replacing the 3.5-inch drive adapter with a new 5.25-inch drive, remove the two screws connecting each mounting rail to the adapter, remove the rails, then attach the rails to the sides of your new drive.



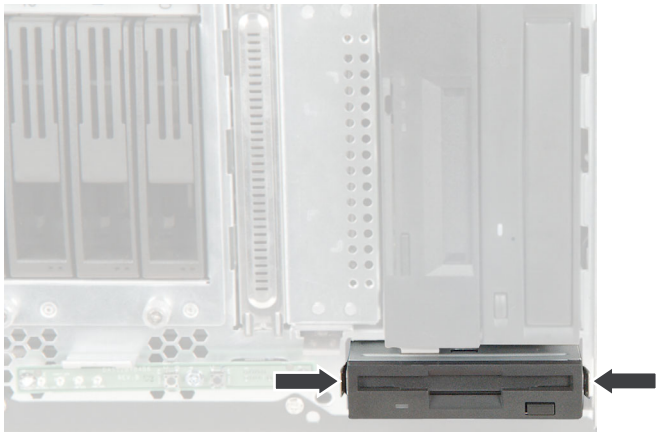
Two screws for mounting the rail onto CD and diskette drives are stored on each rail. Screws for mounting onto most tape drives are stored in the case near the full-length card retention clips.



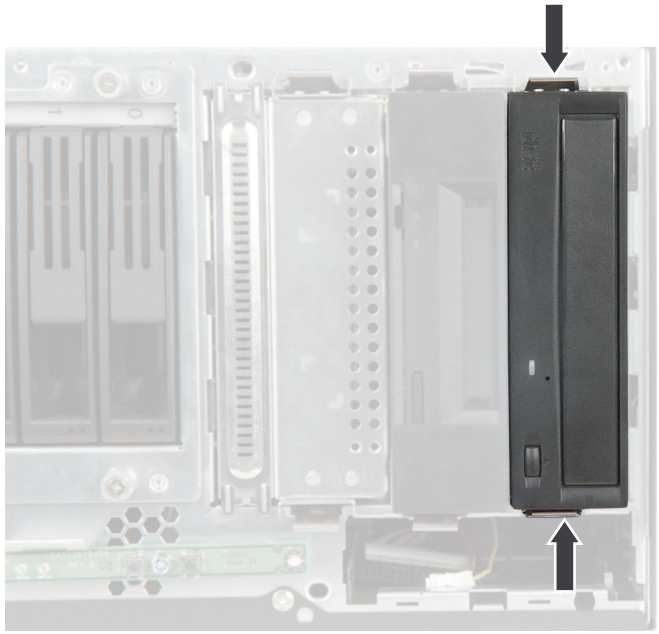
6 Go to Step 11.

7 If you are replacing a drive, disconnect the old drive's cables.

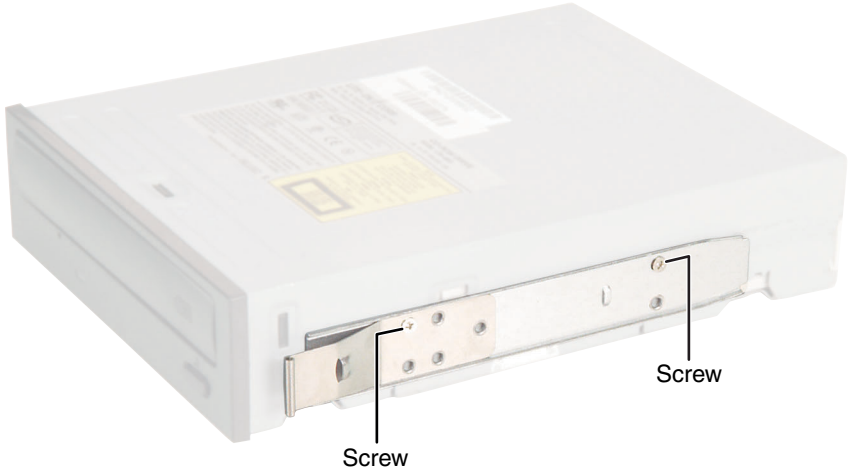
8 If you are removing a drive from one of the top two bays, first remove the 3.5-inch diskette drive so you can reach the 5.25-inch drive's release latch.



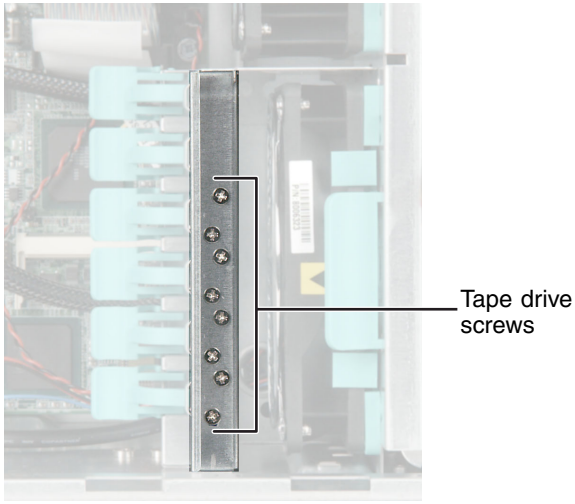
9 Press the old drive's release latches against the drive, then pull the drive out of the bay.



10 Remove the screws that secure the mounting rails to the old drive, then use the screws to attach the rails to the new drive.



Screws for mounting the rails onto most tape drives are stored in the case near the full-length card retention clips.



11 Set any jumpers on the new drive. See the drive's documentation for further instructions.

12 Slide the new drive into the drive bay until the drive rails snap into place.

13 Connect the drive cables. For more information, see the drive's documentation.

14 Follow the instructions in "Closing the server case" on page 32.



Installing a SCSI hard drive

Use this procedure to add or replace hard drives in the hot-swap bay. Your server supports up to eight 1-inch high 3.5-inch SCA SCSI hard drives. You can purchase additional SCSI drives through your Gateway sales representative.

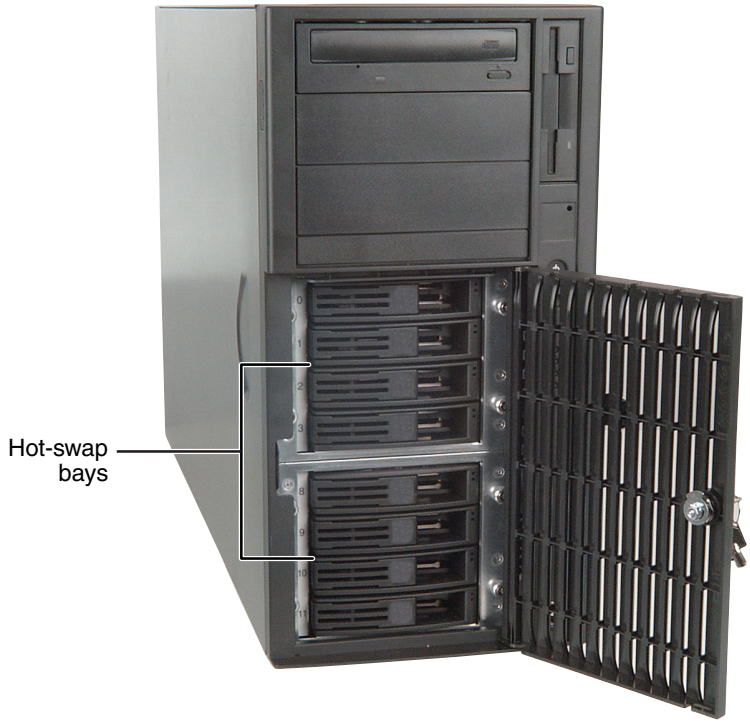
Important

The numbers on the left side of the hot-swap bay identify the SCSI ID of each drive. Install the topmost drives first.

Gateway tests and verifies the operation and compatibility of the drives it sells. Especially in a hot-swap or mission-critical environment, additional or replacement drives must conform to Gateway standards.

To install a hard drive:

1 Unlock the front cover's lock, then swing the hot-swap bay door open.



2 If a drive has failed, determine which drive has failed by running storage console software. Match the software's SCSI ID for the failed drive with the SCSI ID number to the left of the hot-swap bays.

3 Pull the drive tray's lever away from the server, then pull the tray straight out of the server.

Caution

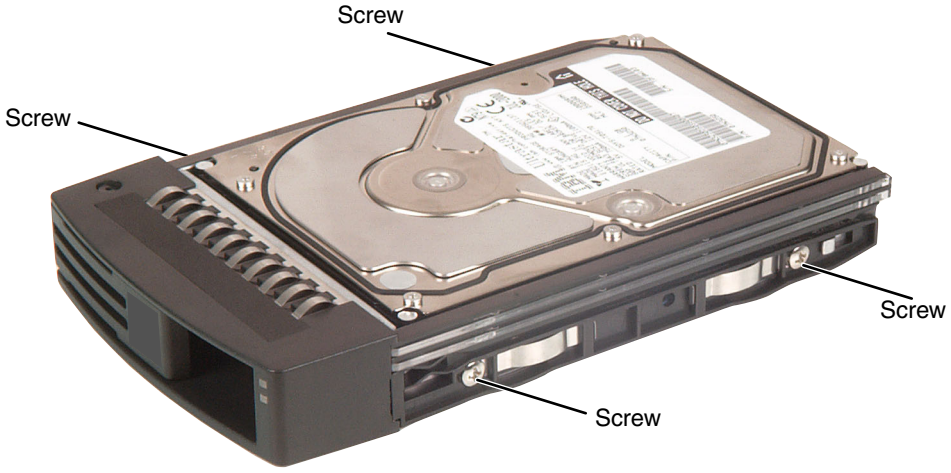


Before you remove a failed drive, use the appropriate software and utilities installed on the server to stop all activity on the failed drive. Instructions for using the software are provided by the software manufacturer. Failure to do so may destroy the data on the drive.





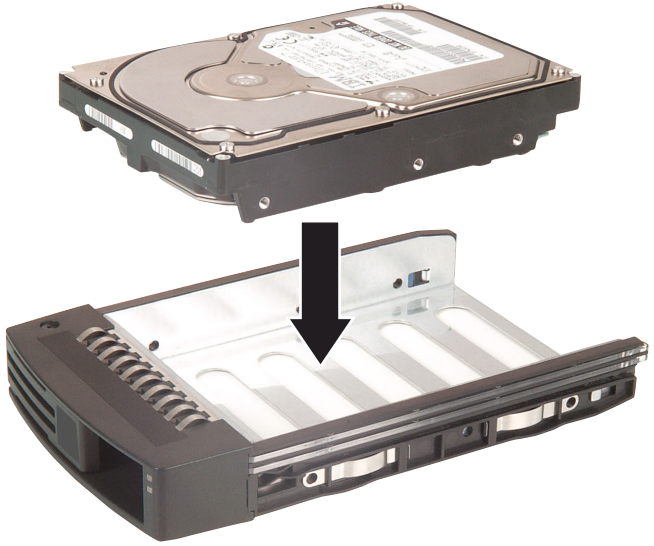
4 If you are replacing a hard drive, remove the four screws that secure the hard drive to the drive tray, then remove the drive from the tray.



- OR -

If you are adding a new drive, remove the bag taped to the inside of the drive tray, then remove the screws from the bag.

5 Line up the screw holes in the new drive with the holes in the side of the drive tray, then secure the drive to the tray with the four screws you removed in Step 4.



6 Make sure that the tray's release lever is open, then slide the new drive into the empty hot-swap bay.



7 Close the drive's release lever.

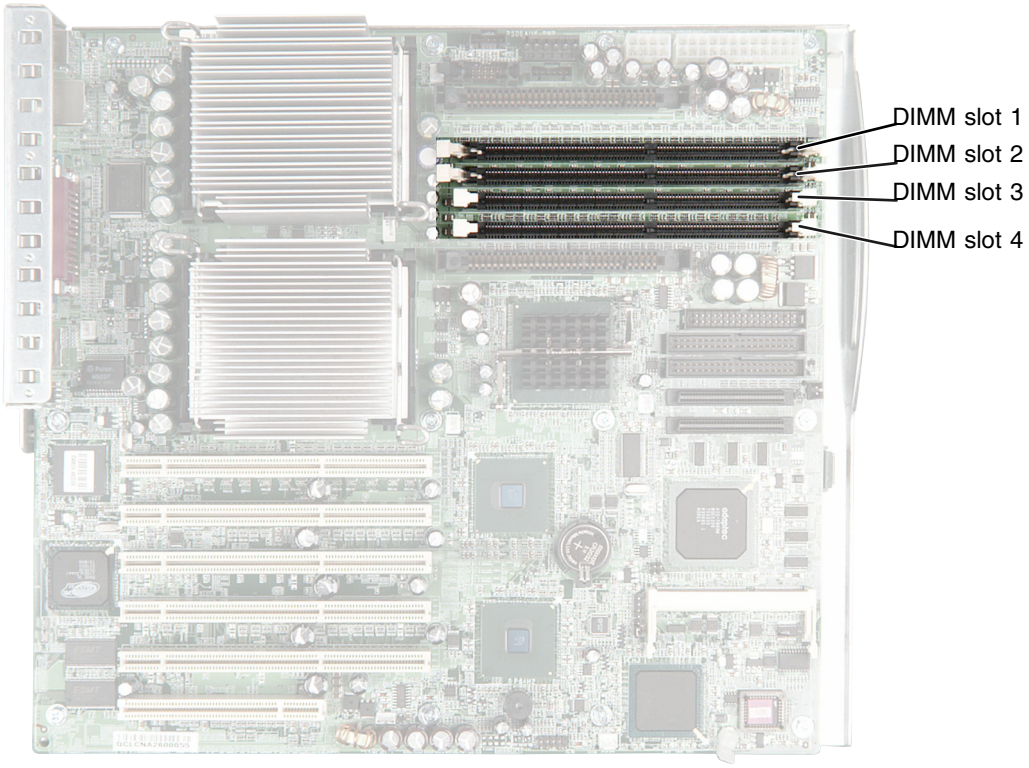
Installing memory

When you upgrade your server memory, make sure that you install the correct type of memory module for your server. Your server uses PC2100 DDR SDRAM registered ECC DIMM memory. The following illustration shows the location of the memory modules on the system board.

Warning

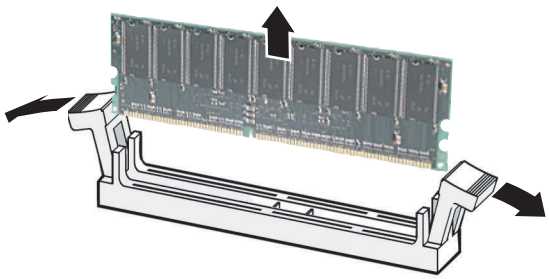
Modules must be installed in identical pairs. Use only PC2100 DDR SDRAM registered ECC DIMM memory modules.

Install memory first into slots 1 and 2, then into slots 3 and 4. If you have memory installed incorrectly, your server will not start up.



To install or replace memory:

1. Follow the instructions in “Preventing static electricity discharge” on page 27.
2. Follow the instructions in “Opening the server case” on page 28.
3. Pull the plastic tabs away from the sides of the memory module slot. If you are replacing a memory module, remove the old module.

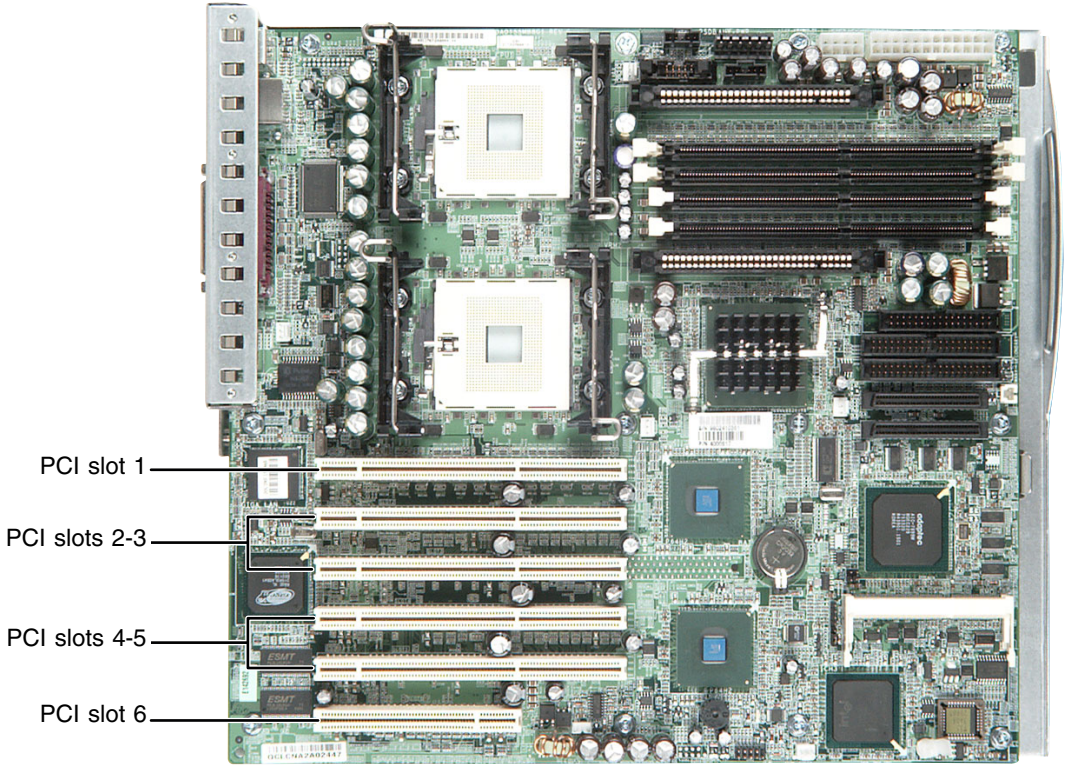


4. Align the notch on the new module with the notch in the memory module slot and press the module firmly into the slot. The tabs on the sides of the memory slot should secure the memory module automatically.
5. Follow the instructions in “Closing the server case” on page 32.
6. Turn on the server. Make sure that the server turns on and that the operating system loads completely.
7. Restart your server and open the BIOS Setup utility. Verify the **System Memory** listed in the Main menu.

Installing PCI expansion cards

Your server uses the PCI-X bus. Use the following chart to determine the PCI slot you should install your expansion card into.

PCI slot	Description
1	Always runs at 64-bit/66 MHz. Supports 32-bit and 64-bit cards, 3.3 V or universal.
2-3	Paired slots. When only one card is installed in a slot of this pair, the slot can run at 64-bit/133 MHz. When two 64-bit/100 MHz cards are installed in this pair, the slot can run at 64-bit/100 MHz. When cards of different speeds are installed in this pair, each slot runs at the slowest of the two speeds. Supports both 32-bit and 64-bit cards, 3.3 V or universal.
4-5	Same as slots 2-3.
6	Always runs at 32-bit/33 MHz. Supports 5 V or universal cards.

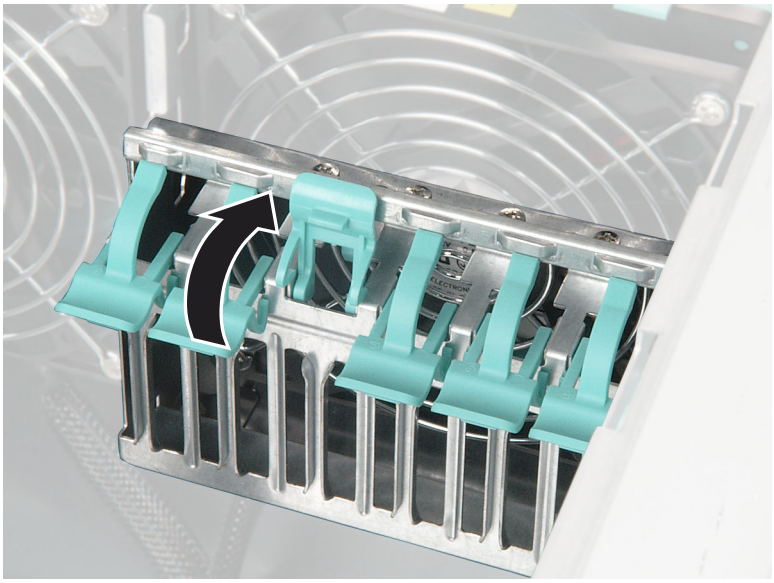


To replace, add, or reseat a PCI expansion card:

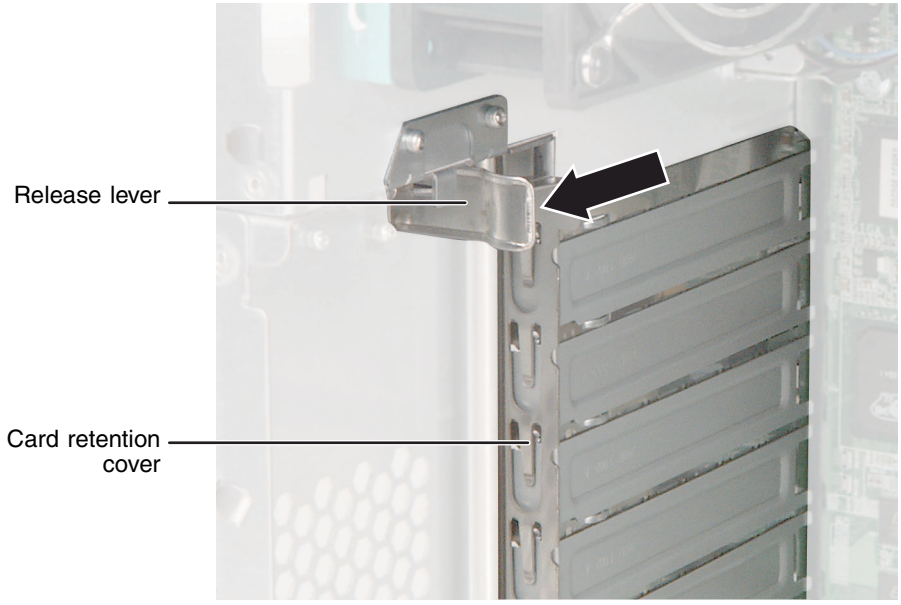
1. Follow the instructions in "Preventing static electricity discharge" on page 27.
2. Follow the instructions in "Opening the server case" on page 28.
3. If you are replacing a card, disconnect any cables that are attached to the old card.
4. If you are removing a full-length card, pull back on the card retention clip that secures the end of the card.

 - OR -

 If you are adding a full-length card to an empty expansion slot, pull back on the card retention clip for that slot.



5 Pull the card retention cover's release lever, then swing the retention cover away from the expansion cards.



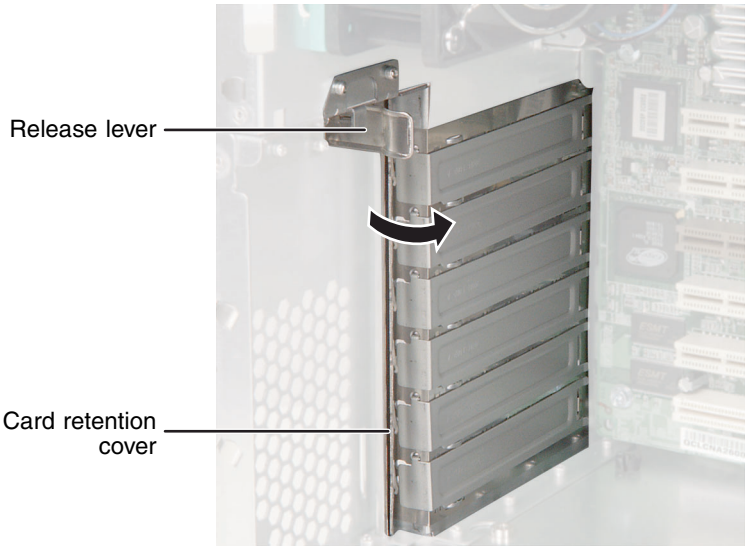
6 If you are replacing a card, remove the old expansion card. You can slightly seesaw the card end-to-end to loosen the card, but do not bend the card sideways.

Warning

Do not touch the contacts on the bottom part of the expansion card. Touching the contacts can cause electrostatic damage to the card.

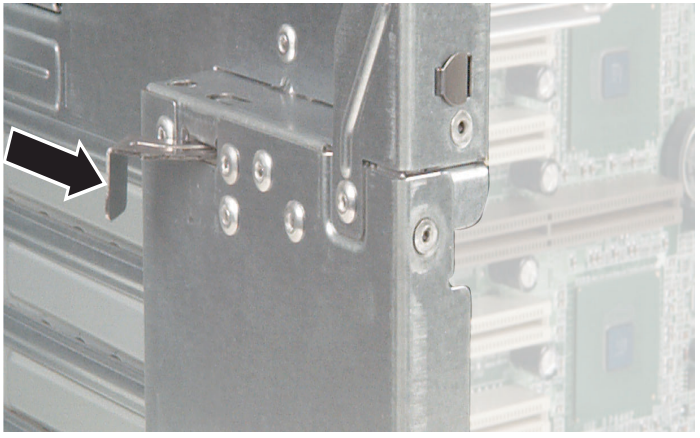
7 Press the new card into the expansion slot. You can slightly seesaw the card end-to-end to help insert the card, but do not bend the card sideways.

8 Push the card retention cover against the expansion cards until the retention cover clicks into place under the release lever.



- OR -

Press on the card retention cover lever on the back of the server until the lever is flush with the back of the case.



9 If you are installing a full-length card, press down on the card retention clip to secure the end of the card.

10 Connect any cables to the card. For more information, see the instructions in the card's documentation.

11 Follow the instructions in "Closing the server case" on page 32.

12 See the card's documentation for software installation instructions.



Installing a processor

The server is compatible with Intel® Xeon processors with 512 KB cache. The server automatically detects the processors each time you turn on the server. Whenever you install new processors, you should first install the most current version of the BIOS. For more information, see "Updating the BIOS" on page 77.

Important



You must have a processor in the upper (processor 1) slot, or your server will not start.

If you are upgrading your server from one processor to two, you may need to reconfigure your operating system so it can recognize the additional processor. For more information, see your operating system's documentation.

Warning



A heat sink must be installed on the processor. Installing a processor without a heat sink could damage the processor.

Warning



Processors and heat sinks may be hot if the computer has been running. Also, there may be sharp edges on the heat sinks. Consider wearing protective gloves.

To replace a processor:

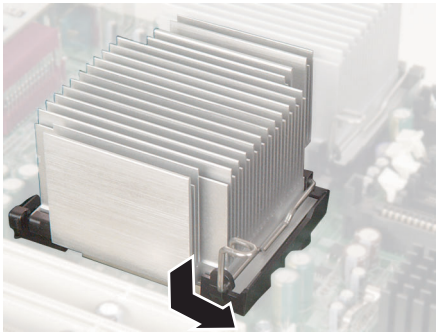
1. Install the most current BIOS version. For more information, see "Updating the BIOS" on page 77.
2. Follow the instructions in "Preventing static electricity discharge" on page 27.
3. Follow the instructions in "Opening the server case" on page 28.

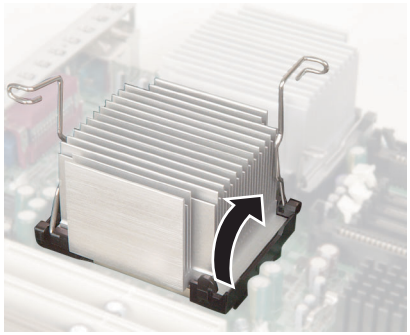
Tips & Tricks



To make removing the heat sinks easier, first remove the voltage regulators, PCI expansion cards, and rear fan. For more information, see "Installing a voltage regulator" on page 56, "Installing PCI expansion cards" on page 47, and "Replacing a fan" on page 69.

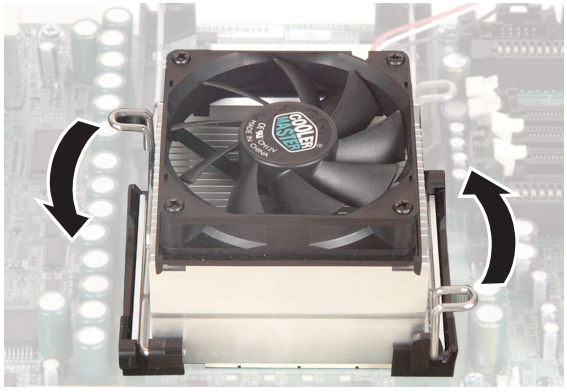
4 If your server has a passive heat sink, press down on the heat sink locking lever on each side, push them slightly away from the heat sink, then lift the levers out of the way.





- OR -

If your server has a heat sink with a fan, press down on the heat sink locking lever on each side, push them slightly away from the heat sink, then lift the levers out of the way. Unplug the heat sink's fan from its connector on the system board.

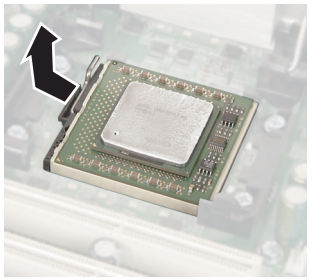


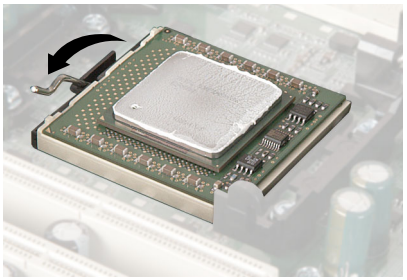
5 Remove the heat sink.

Important

The heat sink mounting paste may harden over time and hold the heat sink securely to the processor. If removing the heat sink also pulls the processor out of the processor socket, the processor should still be undamaged. Rotate the processor locking lever out of the way and continue with the procedure.

6 Press down on the processor locking lever, push it slightly away from the processor, then rotate the lever a full 135° to release the processor.





7 Remove the old processor.

8 Install the new processor into the processor socket. Make sure that:

- The processor release lever is open all the way (135° from the closed position)
- The triangular arrow on the corner of the processor aligns with the triangular hole on the corner of the processor socket
- The processor is flush with the socket.

Important

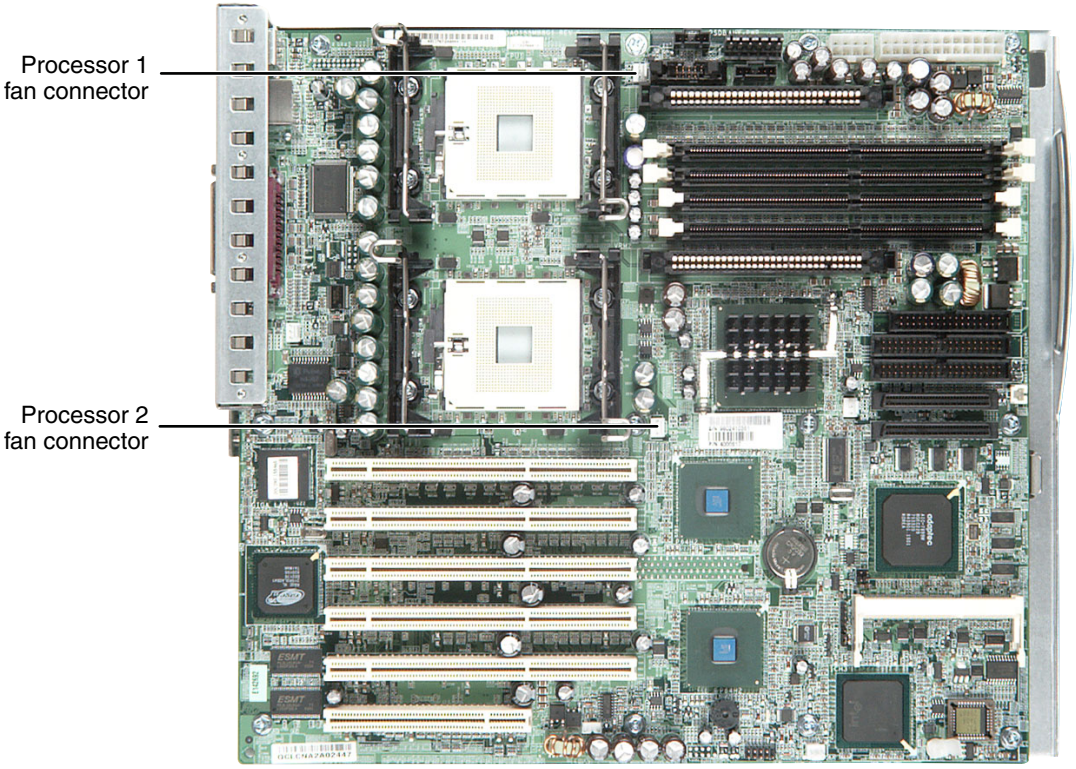
If you install two processors onto the system board, the processors can be different speeds. Both processors will run at the lower of the two speeds.

9 Press the processor locking lever down until it clicks into place.

10 Apply thermal grease to the top of the processor, if necessary.

11 Place the heat sink on the processor, then press the heat sink locking levers down until they click into place.

12 If your heat sink has a fan, plug the fan into the connector on the system board next to the heat sink.



13 If you have installed a new processor into the lower (processor 2) slot for the first time, you also need to install a voltage regulator for the processor. If you ordered the processor from Gateway, it came with a new voltage regulator. For instructions on installing a voltage regulator, see "Installing a voltage regulator" on page 56.

Warning

Only one voltage regulator should be installed for each processor.

14 Follow the instructions in "Closing the server case" on page 32.

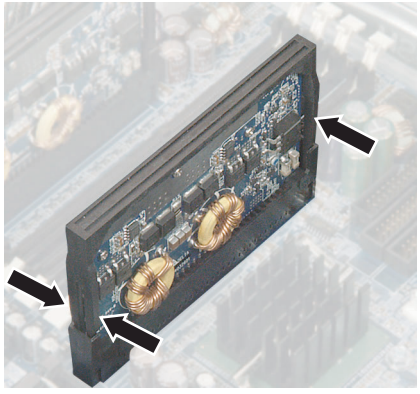
Installing a voltage regulator

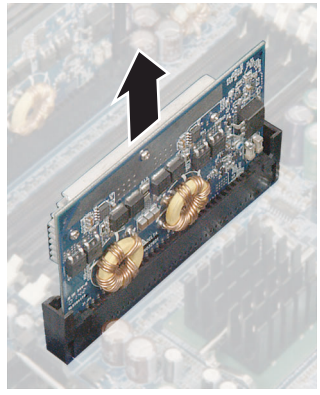
To install a voltage regulator:

1. Follow the instructions in "Preventing static electricity discharge" on page 27.
2. Follow the instructions in "Opening the server case" on page 28.
3. If you are installing a new voltage regulator, go to Step 5.

 - OR -

 If you are replacing a voltage regulator, on each end of the voltage regulator support bracket, pinch the sides together, then lift the bracket away from the server. You may need to first remove a heat sink or some memory modules in order to access the sides of the support bracket.





4. Lift the voltage regulator away from the system board.
5. Insert the new voltage regulator into the voltage regulator slot, then replace the support bracket.
6. If you removed a heat sink or some memory modules in Step 3, replace them.
7. Follow the instructions in "Closing the server case" on page 32.

Replacing the power supply

Your server uses hot-swappable redundant power supplies. If one of the two power supplies fails, the other power supply supports the server while you replace the failed power supply. You do not need to turn off the server or disconnect peripheral devices to replace a failed power supply.

Warning

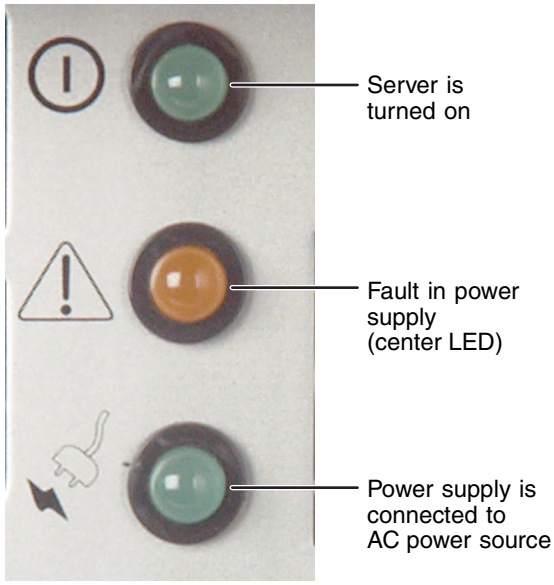


The power supplies in this server contains no user-serviceable parts. Only a qualified computer technician should service the power supplies.

Your server comes with 3-wire AC power cords fitted with the correct plug style for your region. If this plug does not match the connector on your surge protector, UPS, or wall outlet, do not attempt to modify the plug in any way. Use a surge protector, UPS, or wall outlet that is appropriate for the supplied AC power cords.

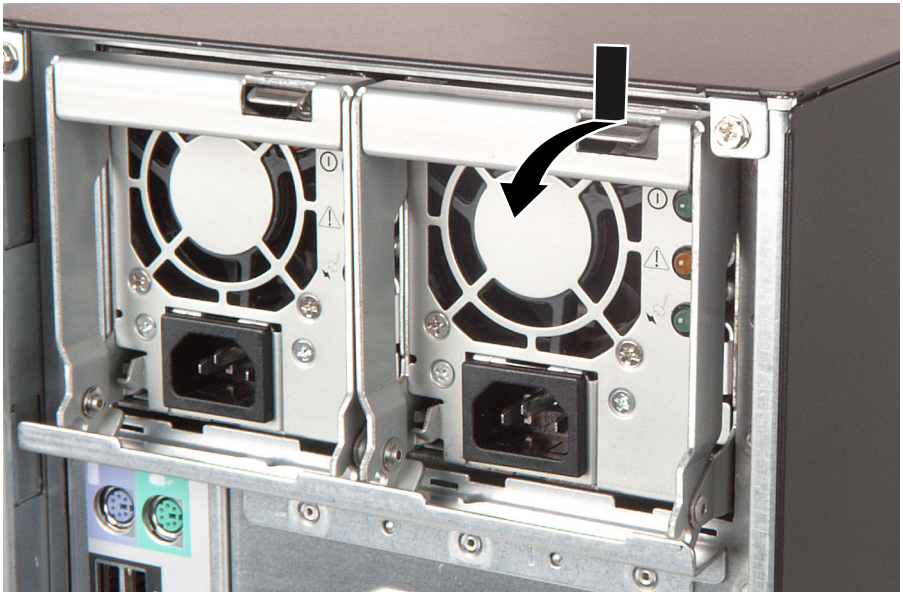
To replace the power supply:

1 Examine the LED indicators on the back of each power supply to identify the failed power supply. The power supply has failed if the center LED indicator is on.



2 Unplug the power cord from the failed power supply.

3 While pressing the power supply's lever release latch, pull the lever away from the server.



4 Pull the power supply straight out of the server.

5 Slide the new power supply into the power supply bay as far as it will go, then swing the lever up until it snaps into place.

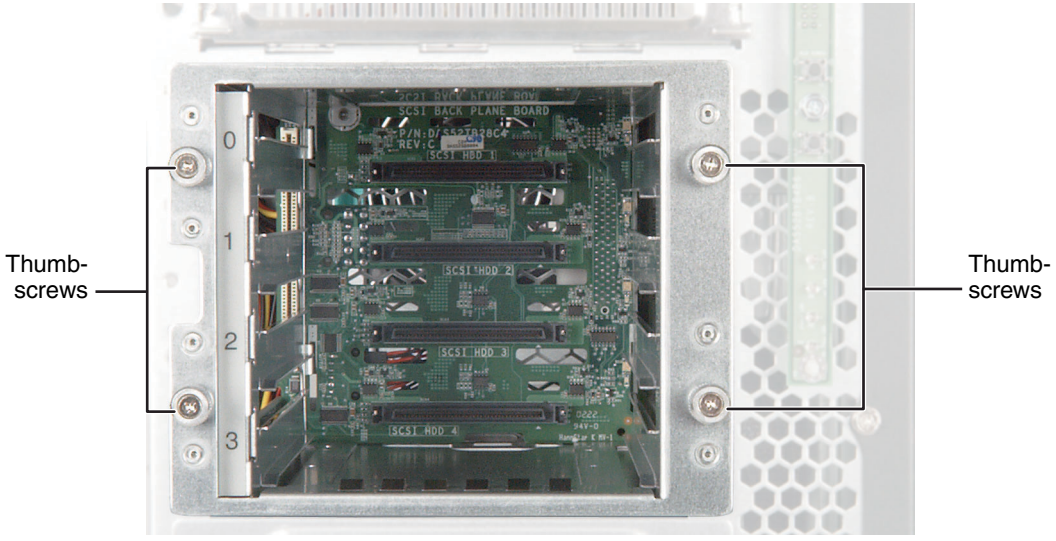
6 Plug the power cord into the new power supply. The new power supply is ready if the bottom green LED is on and the top LED is on or blinking.

Replacing the SCSI backplane

Your server has two hot-swap cages that can each hold four SCSI drives. Each hot-swap cage is connected to a SCSI backplane. The pictures in this procedure show replacing the upper SCSI backplane. The other backplane can be replaced in the same manner.

To replace the SCSI backplane:

1. Follow the instructions in "Preventing static electricity discharge" on page 27.
2. Follow the instructions in "Opening the server case" on page 28.
3. Remove the fan nearest the SCSI backplane. For instructions, see "Replacing a fan" on page 69.
4. Remove each of the drives from the hot-swap cage, and note the location of each drive. For instructions, see "Installing a SCSI hard drive" on page 42.
5. Loosen the four captive thumbscrews on the front of the hot-swap cage.



6 Slide the hot-swap cage out about two inches from the case.

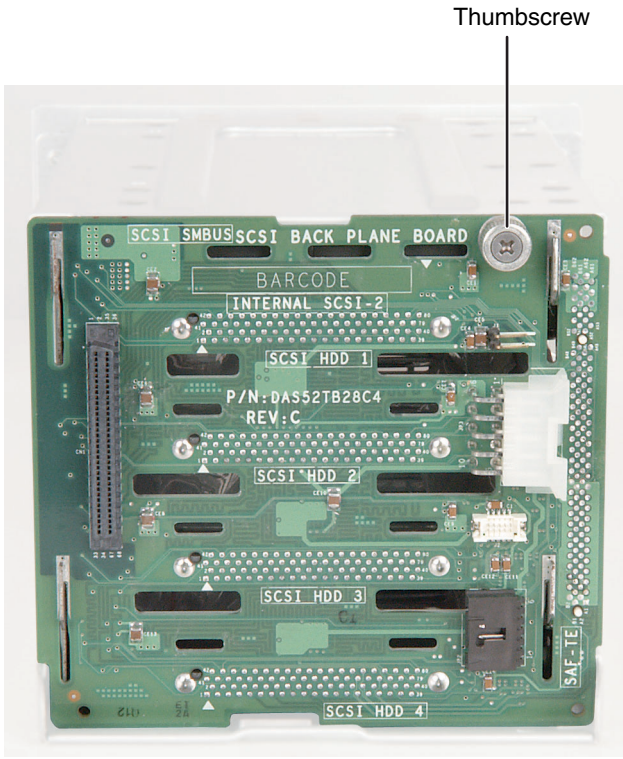


7 From inside the case, remove the power, SCSI, and manageability cables from the backplane. The manageability cable connector is visible after removing the SCSI and power cables.

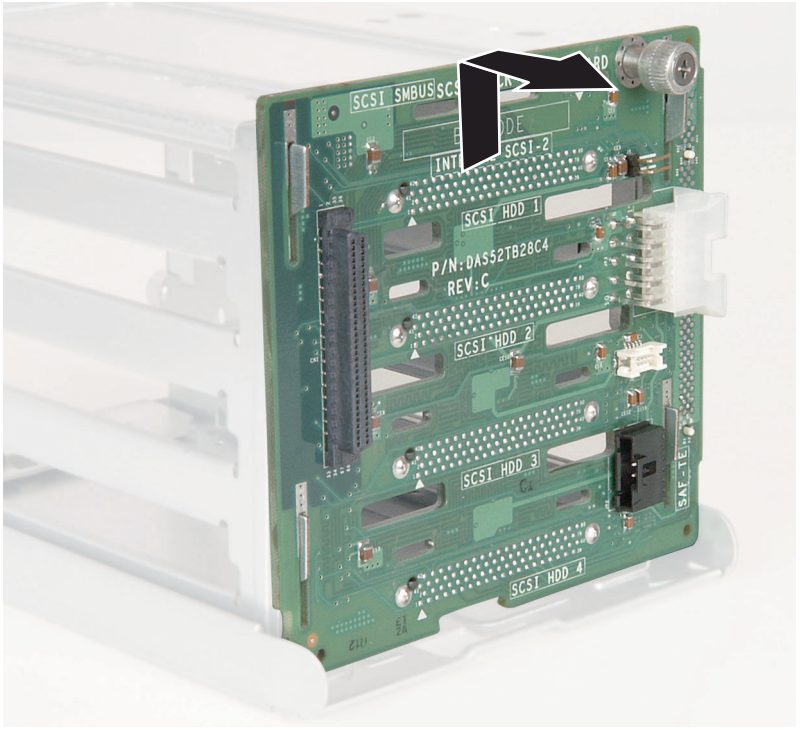


8 Remove the hot-swap cage completely from the server.

9 Loosen the captive thumbscrew that secures the backplane to the hot-swap cage.



10 Slide the backplane up slightly, then lift it away from the hot-swap cage.



11 Place the new backplane onto the hot-swap cage, then tighten the thumbscrew.

12 Slide the hot-swap cage part-way into the hot-swap bay. Make sure that the side of the cage marked “Top” is oriented toward the top of the server case.

13 Reconnect the power, SCSI, and manageability cables to the backplane.

14 Slide the hot-swap cage all the way into the hot-swap bay, then tighten the four thumbscrews.

15 Reinstall the fan.

16 Install each of the drives back into the hot-swap cage. Make sure that you replace the drives in the correct order by referring to your notes from Step 4.

17 Follow the instructions in "Closing the server case" on page 32.



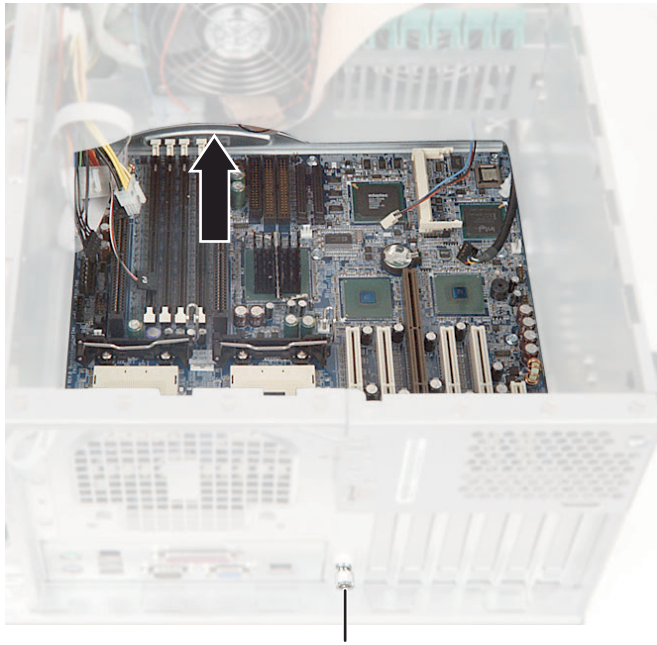
Replacing the system board

To replace the system board:

1. Follow the instructions in “Preventing static electricity discharge” on page 27.
2. Follow the instructions in “Opening the server case” on page 28.
3. Remove the memory modules. For more information, see “Installing memory” on page 45.
4. Remove all of the expansion cards. For more information, see “Installing PCI expansion cards” on page 47.
5. Remove the heat sinks and processors. For more information, see “Installing a processor” on page 52.
6. If your new system board does not include heat sink mounting brackets, remove the heat sink brackets from your old system board by removing the eight screws that secure them to the board.
7. Remove the voltage regulators. For more information, see “Installing a voltage regulator” on page 56.
8. Disconnect the power, data, and fan cables from the system board, noting their locations and orientation. (You will reconnect the cables after you install the new board.)
9. Remove the rear fan to provide more space for removing the system board. For more information, see “Replacing a fan” on page 69.

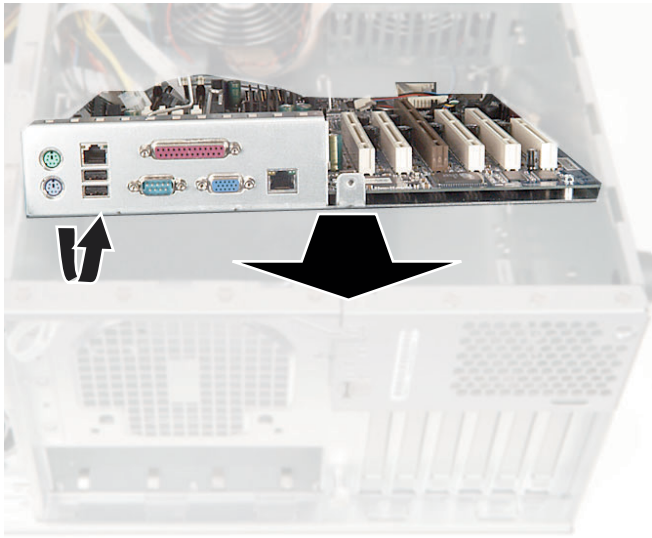


10 Remove the system board tray's thumbscrew on the back of the case.



11 Slide the tray toward the front of the case. If the tray is difficult to move, push on the rear port panel for added leverage.

12 Lift the tray away from the case.



13 Insert the new system board tray into the case, then slide the tray toward the back of the case.

14 Tighten the system board tray thumbscrew on the back of the case.

15 Reinstall the memory, processors, voltage regulators, and fans.

16 Connect the power and data cables.

17 Reinstall the expansion cards. For more information, see “Installing PCI expansion cards” on page 47.

18 Follow the instructions in “Closing the server case” on page 32.

19 Turn on your server.

20 Press **F2** when the Gateway logo screen appears during startup. The BIOS Setup utility opens.

21 Check BIOS settings to make sure that they detect the server’s new hardware, then save your changes (if any) and close the BIOS Setup utility.

Replacing a fan

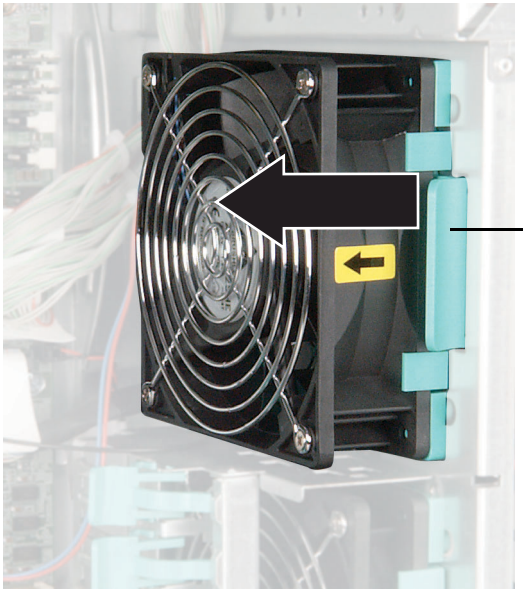
The pictures in this procedure show the hot-swap bay fan. All case fans can be replaced in the same manner.

Important

Make sure that you replace a fan with an identical replacement fan. The arrow on each fan indicates the direction of its air flow, and the arrow should point toward the rear of the case.

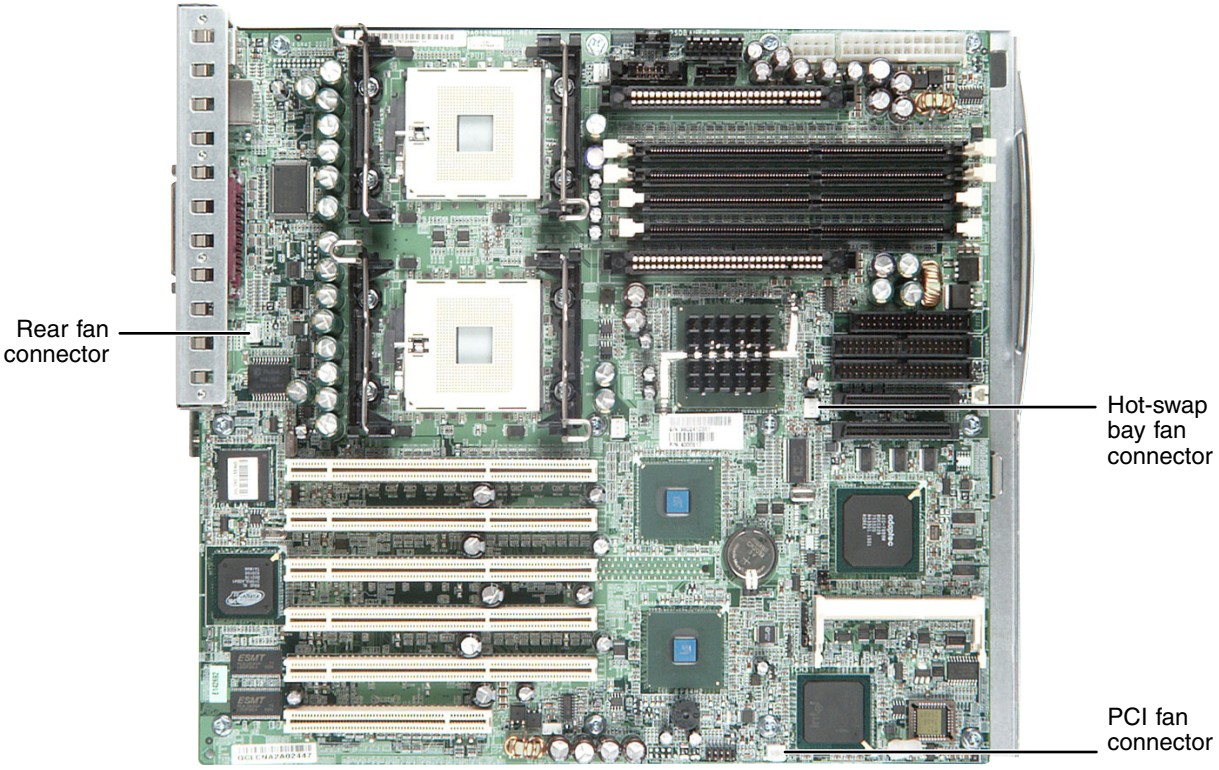
To replace a fan:

1. Follow the instructions in "Preventing static electricity discharge" on page 27.
2. Follow the instructions in "Opening the server case" on page 28.
3. Unplug the fan from the system board.
4. While pressing the locking clip, slide the fan away from the system board, then pull it away from the case.



5 Insert the new fan's mounting posts into the fan mounting slots, then slide the fan down until it snaps into place.

6 Reconnect the fan to the system board.



7 Follow the instructions in "Closing the server case" on page 32.

Replacing the CMOS battery

If the server clock does not keep time or the settings in the BIOS Setup utility are not saved when you turn off the server, replace the CMOS battery with an equivalent battery.

Warning

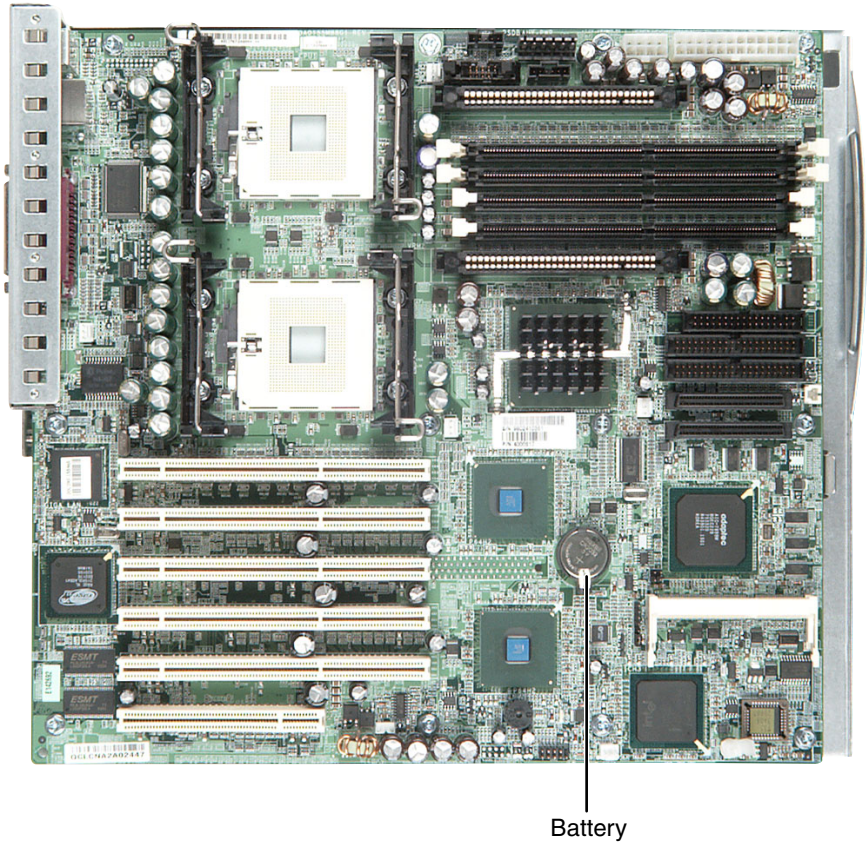


Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries following the manufacturer's instructions.

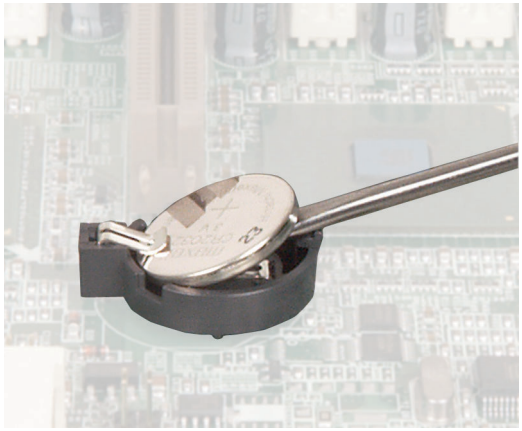
To replace the battery:

1. Print the appendix for BIOS Settings in this guide.
2. Open the BIOS Setup utility by following the instructions in "Opening the BIOS Setup utility" on page 76.
3. Record the BIOS settings on your printout, then close the utility.
4. Turn off your server, then follow the instructions in "Preventing static electricity discharge" on page 27.
5. Follow the instructions in "Opening the server case" on page 28.

6 Locate the old battery on the system board and note its orientation. You will need to install the new battery the same way.



7 Push the battery retention clip away from the battery until the battery lifts up. You can use a screwdriver to help lift the battery.



8 Remove the old battery.

9 Make sure that the positive (+) side of the new battery is facing up, then press the new battery into the socket until it snaps into place.

10 Follow the instructions in "Closing the server case" on page 32.

11 Turn on the server.

12 Press **F2** when the Gateway logo screen appears during startup. The BIOS Setup utility opens.

13 Restore any BIOS settings that you wrote down in Step 3.

14 Save all your settings and close the BIOS Setup utility.



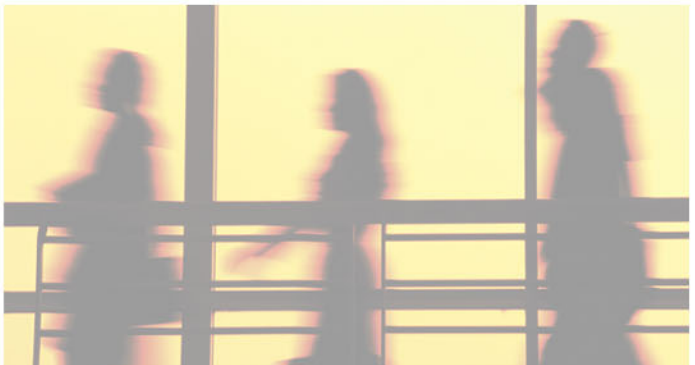
Using the BIOS Setup Utility

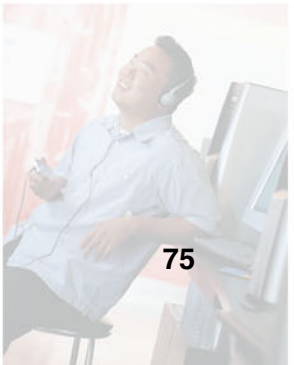
5

Read this chapter to learn how to:

- Open the BIOS Setup utility
- Update the BIOS
- Reset the BIOS settings to their factory defaults
- Reset the BIOS passwords







Opening the BIOS Setup utility

The BIOS Setup utility stores basic settings for your server. These settings include basic hardware configuration, resource settings, and password security. These settings are stored and saved even when the power is off.

Caution



The options in the BIOS Setup utility have been set at the factory for optimal performance. Changes to these settings will affect the performance of your server.

Before changing any settings, write them down in case you need to restore them later. You can record the settings on a printout of "BIOS Settings" on page 107.

To open the BIOS Setup utility:

1. Restart your server.
2. Press **F2** when the Gateway logo screen appears during startup. The BIOS Setup utility opens.

 When you select menu items, the Item Specific Help box on the right side of the screen displays specific information about the selection. The command bar across the bottom of the screen shows the keys you press to access help, navigate through the menus, and perform other tasks.
3. Select one of these menus:

 - **Main** gives you access to basic information and settings related to your server's hardware and configuration.
 - **Advanced** gives you access to information and settings for system resources, hardware, and server's configuration.
 - **Power** gives you access to settings that control your server's power management features.
 - **Boot** gives you access to information and settings for startup features and startup sequences.
 - **Security** gives you access to settings related to system access passwords. For more information, see "Server security" on page 22.
 - **Exit** gives you access to options for closing the BIOS Setup utility.

Updating the BIOS

If you need a new version of the BIOS, you can download the BIOS update from Gateway, then install the new version from a diskette.

To update the BIOS:

1. Print the appendix for BIOS Settings in this guide.
2. Download the BIOS update from support.gateway.com.
3. Restart your server, then press **F2** when the Gateway logo screen appears during startup.
4. Record any custom BIOS settings on your printout.
5. Follow the instructions in the self-extracting BIOS update file.
6. Enter any custom BIOS settings you recorded in Step 4, then save your changes and close the BIOS Setup utility.

Recovering the BIOS

If you encounter a problem while you are updating the BIOS, such as a power outage, the BIOS update may not be successful. You can recover the old BIOS so you can try another update.

To recover the old BIOS:

1. Turn on or restart the server.
2. Press and hold **CTRL+HOME**. The old BIOS is recovered.

Resetting the BIOS

The Clear BIOS jumper on the system board lets you return all BIOS settings to the factory defaults.

To reset the BIOS:

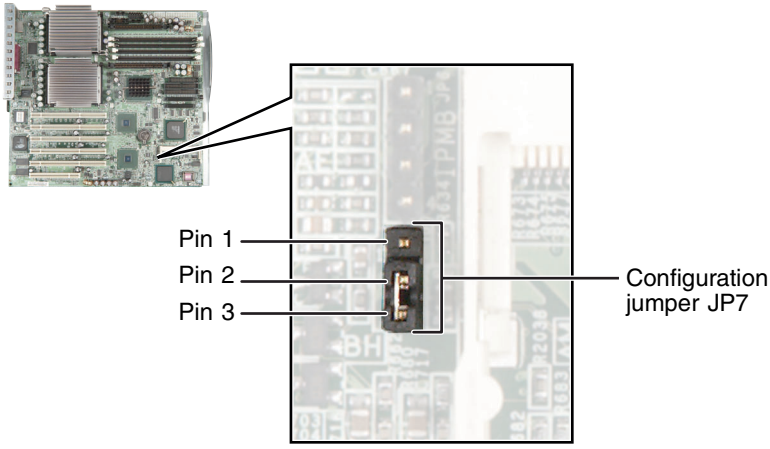
1. Print the appendix for BIOS Settings in this guide.
2. Restart your server.
3. Press **F2** when the Gateway logo screen appears during startup. The BIOS Setup utility opens.
4. Record any custom BIOS settings on your printout.
5. Follow the instructions in "Preventing static electricity discharge" on page 27.
6. Turn off the server, then disconnect the power cords and all other cables connected to the server.
7. Remove the side panel. For more information, see "Opening the server case" on page 28.

Warning



Moving the jumper while the power is on can damage your server. Always turn off the server and unplug the power cords and all other cables before changing the jumper.

8 Remove the jumper across pins 2-3 of jumper JP7, then place the jumper across pins 1-2. The BIOS memory is cleared.



9 Place the jumper back onto pins 2-3.

10 Follow the instructions in "Closing the server case" on page 32.

11 Turn on the server. A message appears saying that the CMOS Date and Time are not set.

12 Press **F1** to reset the BIOS to factory default settings.

Resetting BIOS passwords

To reset BIOS passwords, you must reset and clear all BIOS settings. To reset BIOS passwords, follow the instructions in "Resetting the BIOS" on page 78.



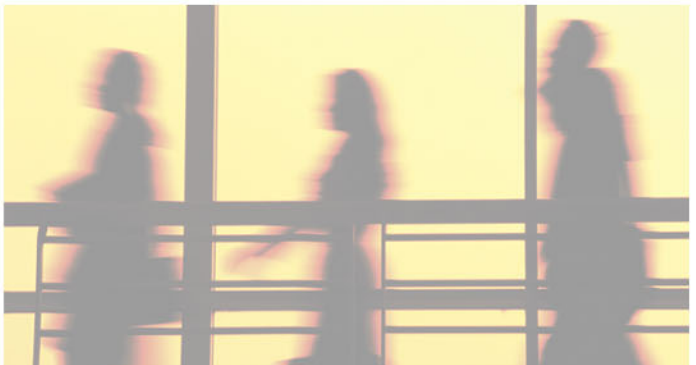
6 Troubleshooting

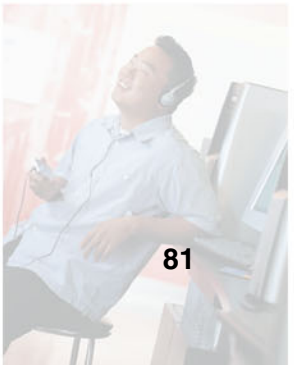
Read this chapter to learn how to:

- Interpret error messages and codes
- Troubleshoot
- Get telephone support and training

If the suggestions in this chapter do not correct the problem, see "Telephone support" on page 96 for more information about how to get help.







Safety guidelines

While troubleshooting your server, follow these safety guidelines:

- Never remove the side panel while your server is turned on and while the modem cable and the power cords are connected.
- Do not attempt to open the monitor. To do so is extremely dangerous. Even if the power is disconnected, energy stored in the monitor components can be dangerous. Also, opening the monitor voids its warranty.
- Make sure that you are grounded correctly before opening the server case. For more information about preventing damage from static electricity, see "Preventing static electricity discharge" on page 27.
- After you complete any maintenance task where you have to open the server case, make sure that you close the case, tighten any screws, then reconnect all cables before you restart your server.

Warning



To avoid bodily injury, do not attempt to troubleshoot your server problem if:

- Power cords or plugs are damaged
- Liquid has been spilled into your server
- Your server was dropped
- The case was damaged

Instead, unplug your server and contact a qualified computer technician. If your server was damaged during shipment from Gateway, contact Gateway Technical Support.

Error messages

These messages often indicate procedural errors such as typing an incorrect keystroke or trying to save a file to a write-protected diskette. Some messages, however, may indicate a problem that requires further troubleshooting.

Diskette drive 0 seek to track 0 failed

- Restart your server, then open the BIOS Setup utility by pressing and holding **F2** while your server restarts. Make sure that the drive settings are correct.

Error loading operating system

- The master boot record may be corrupt. For troubleshooting information, see "The master boot record is corrupted" on page 91.

Hard disk controller failure

- Make sure that the hard drive cable is connected securely.
- Restart your server, then open the BIOS Setup utility by pressing and holding **F2** while your server restarts. Make sure that the correct drive type is selected.

Hard disk controller failure - press F1 to try reboot

- The drive controller may be defective. Press **F1** to try to restart the server. For more information about running diagnostics on your hard drive, see your operating system's documentation.
- See "You need to troubleshoot an IDE hard drive" on page 91.

Insert bootable media device

- Restart your server, then open the BIOS Setup utility by pressing and holding **F2** while your server restarts. Make sure that the correct hard drive is set as the first bootable drive in the Boot menu.
- See "Your server does not recognize an IDE drive" on page 90 or "Your server does not recognize a SCSI drive" on page 90 for a possible solution.

Invalid configuration information

- Restart your server, then open the BIOS Setup utility by pressing and holding **F2** while your server restarts. Make sure that the settings are correct.
- Reset the BIOS. For more information, see "Resetting the BIOS" on page 78.

Invalid partition table

- The master boot record may be corrupt. For troubleshooting information, see "The master boot record is corrupted" on page 91.

Invalid password

- Enter your password again. Some passwords are case sensitive.
- If you do not know the password, you may need to reinstall the software you are trying to access.
- System startup passwords are stored in BIOS. If this password has been set and you do not know it, you may be able to reset the password through system board jumper settings. For more information, see "Resetting BIOS passwords" on page 79.

Memory errors were detected while the system started up

- See "Memory errors were detected during server start up" on page 92 for a possible solution.

Memory size error

- Restart your server, then open the BIOS Setup utility by pressing and holding **F2** while your server restarts. Save the memory configuration.

Missing operating system

- The master boot record may be corrupt. For troubleshooting information, see "The master boot record is corrupted" on page 91.

System Event Log Full

- Clear the event log. To clear or view the event log, restart your server, then open the BIOS Setup utility by pressing and holding **F2** while your server restarts. Select the **Advanced** menu, then select the **Event Log Control** menu.

Troubleshooting

First steps

Try these steps first before going to the following sections:

- Make sure that the power cords are connected to your server and an AC outlet and that the AC outlet is supplying power.
- If you use a surge protector or a UPS, make sure that it is turned on and is rated to handle the power required by your server.
- If you added or removed server components before the problem started, review the installation procedures you performed and make sure that you followed each instruction. You may need to remove the device, uninstall the device's software, then reinstall the device.
- If an error message appears on the screen, write down the exact message before calling Gateway Technical Support.
- Restart your server, then open the BIOS Setup utility by pressing and holding **F2** while your server restarts. Check your configuration settings.
- If an error occurs in a program, see its documentation or online help.

Warning



To avoid bodily injury, do not attempt to troubleshoot your server problem if:

- Power cords or plugs are damaged
- Liquid has been spilled into your server
- Your server was dropped
- The case was damaged

Instead, unplug your server and contact a qualified computer technician.

Battery replacement

If you have problems after installing a new CMOS battery, try each of the following items, closing the case and restarting the server after each try:

- Restart your server, then open the BIOS Setup utility by pressing and holding **F2** while your server restarts. Correct any discrepancies.

- Remove the side panel by following the instructions in "Closing the server case" on page 32, then make sure that all cables inside the case are attached securely. Also, make sure that the colored cable edges are aligned correctly and that the connectors do not miss any pins.

Warning



To avoid bodily injury, do not attempt to troubleshoot your server problem if:

- Power cords or plugs are damaged
- Liquid has been spilled into your server
- Your server was dropped
- The case was damaged

Instead, unplug your server and contact a qualified computer technician.

- If you have the correct test equipment, make sure that the new battery has power. Although unlikely, your new battery may be defective.

Beep codes

Whenever a recoverable error occurs during the power-on self-test (POST), the BIOS displays an error message that describes the problem. The BIOS also sounds a beep code (one long tone followed by two short tones) during POST if the video configuration fails (a faulty video controller) or if an expansion card is not functioning correctly.

A PCI expansion card (for example, a RAID controller) can also issue audible errors by itself, usually consisting of one long tone followed by a series of short tones. For more information on the beep codes issued, check the documentation for that device.

Several POST routines issue a POST terminal error and shut down the system when they fail. Before shutting down the system, the terminal error handler sounds a beep code (one long tone and a series of short tones) that identifies the test point error. If POST completes normally, the BIOS issues one short beep before passing control to the operating system.

Beeps	Description	Troubleshooting steps
1	The memory refresh circuitry on the system board is faulty.	Reseat the memory or replace with modules you know are good.
2	Parity error in the first 64 KB of memory.	Same as for 1 beep.
3	Memory failure in first 64 KB.	Same as for 1 beep.
4	Memory failure in first 64 KB of memory, or Timer 1 on the system board is not functioning.	Remove all expansion cards. ▪ If the beep code occurs even when all expansion cards have been removed, the system board is at fault. ▪ If the beep code does not occur when the expansion cards have been removed, one of the cards is causing the problem. Install the cards one at a time until the problem happens again. When the beep code returns, the most recent card you installed is at fault.
5	A processor on the system board generated an error.	Same as for 4 beeps.
6	The keyboard controller (8042) may be defective. The BIOS cannot switch to Protected mode.	Same as for 4 beeps.
7	The processor generated an exception interrupt.	Same as for 4 beeps.
8	The server's video memory is faulty. This is not a fatal error.	The system board may be faulty.
9	The ROM checksum value does not match the value encoded in the BIOS.	Same as for 4 beeps.
10	The shutdown register for CMOS RAM failed.	Same as for 4 beeps.
11	The external cache is faulty.	Same as for 4 beeps.

BIOS

The settings in the BIOS Setup utility are not retained

■ Replace the CMOS battery. For more information, see "Replacing the CMOS battery" on page 71.

CD drive

Your server does not recognize a CD or the CD drive

- Restart your server, then open the BIOS Setup utility by pressing and holding **F2** while your server restarts. Make sure that the IDE controllers are enabled. For more information, see "Using the BIOS Setup Utility" on page 75.
- Reinstall the device driver. For more information, see *Using Your Server Companion CD*.
- Make sure that the drive is configured correctly by following the instructions in the drive's documentation.
- Open your server case and make sure that the cables are connected correctly to the CD drive and the IDE connector on the system board or controller card.

Your CD drive tray does not open

- Press a straightened paper clip wire into the CD drive's manual eject hole. The drive tray opens.
- If this problem happens frequently while the server is turned on, the drive may be defective.

Diskette drive

The diskette drive is not recognized

- Restart your server.
- Open your server case and make sure that the cables are connected correctly to the diskette drive and the system board. The red-striped edge of the data ribbon cable indicates Pin 1 and corresponds with Pin 1 on the diskette drive (typically on the side farthest from the power supply connection). If necessary, reverse one end of the cable so the red-striped edge of the data ribbon cable faces Pin 1 on the diskette drive. Make sure that the pins are not bent or misaligned. For more information, see "Installing an IDE drive" on page 35.

The diskette drive LED is lit continuously

- Remove the diskette from the drive. If the light stays on, try restarting your server.

- Open your server and make sure that the cables are connected correctly to the diskette drive and the system board. The red-striped edge of the data ribbon cable indicates Pin 1 and corresponds with Pin 1 on the diskette drive (typically on the side farthest from the power supply connection). If necessary, reverse one end of the cable so the red-striped edge of the data ribbon cable faces Pin 1 on the diskette drive. Make sure that the pins are not bent or misaligned. For more information, see "Installing an IDE drive" on page 35.

Expansion cards

Your server does not recognize an expansion card

- Restart your server.
- Make sure that you have installed the necessary software or driver. For more information, see the card's documentation.
- Reseat the card. For more information, see "Installing PCI expansion cards" on page 47.
- Install the card in a different slot.

Hard drive

The hard drive cannot be accessed, or you receive a "General failure reading drive C" error message

- If a diskette is in the diskette drive, eject it and restart your server by pressing the reset button.
- Restart your server by pressing the reset button.
- Use GWScan to test the hard drive. For more information, see "You need to troubleshoot an IDE hard drive" on page 91.
- Open your server and make sure that the cables are connected correctly to the hard drive and the system board. For more information, see "Installing a SCSI hard drive" on page 42.
- If your server has been subjected to static electricity or physical shock, you may need to reinstall the operating system.

You receive a "Non-system disk" or "disk error" error message

- Eject the diskette from the diskette drive, then press ENTER.
- Make sure that your hard drive has an active partition. For more information, see "The master boot record is corrupted" on page 91.

Your server does not recognize an IDE drive

- Make sure that the IDE connectors are enabled in the BIOS Setup utility. For more information, see "Using the BIOS Setup Utility" on page 75.
- Reinstall the device driver. For more information, see *Using Your Server Companion CD*.
- Use GWScan to test the hard drive. For more information, see "You need to troubleshoot an IDE hard drive" on page 91.
- Open your server and make sure that the IDE cable is connected to both the system board IDE connector and the hard drive connector. For more information, see "Installing a SCSI hard drive" on page 42.

Your server does not recognize a SCSI drive

- Make sure that the SCSI controller is enabled in the BIOS Setup utility.
- Reinstall the device driver. For more information, see *Using Your Server Companion CD*.
- Change the drive's SCSI address to one that is not being used by your server. For more information about SCSI device configurations, see your drive's documentation.
- Run SCSI Verify in the SCSI BIOS. For more information about the SCSI BIOS, see the SCSI controller's documentation.
- Reseat the drive.
- Open your server and reseat the drive controller card. Also make sure that the controller card and power cables are connected to the drive. For more information, see "Installing PCI expansion cards" on page 47 or your controller card's documentation.
- Make sure that the power cable and SCSI cable are attached securely to the drive.
- Make sure that the last device on the SCSI cable is correctly terminated. For more information about SCSI device configurations, see the device's documentation.
- Use a different SCSI cable.

The master boot record is corrupted

- In a Windows network operating system, repair the master boot record using FDISK.

To repair the master boot record:

- At a DOS command prompt, type **fdisk/mbr**, then press ENTER.

You need to troubleshoot an IDE hard drive

- Use the GWScan utility to test a hard drive's ability to read data and to measure seek times and transfer rates. GWScan can also repair some errors that may develop on IDE hard drives.

To download the GWScan utility:

- Search for the utility at support.gateway.com. For information about how to use GWScan, go to: ftp://ftp.gateway.com/pub/hardware_support/drivers/win3.x_and_dos/mass_storage/hard_drives/7510801.txt

Internet

See also *Modem*.

You cannot connect to the Internet

- Make sure that your account with your Internet Service Provider (ISP) is set up correctly. Contact your ISP technical support for help.
- Make sure that you do not have a problem with your modem. For more information, see "Modem (telephone dial-up)" on page 92.

Keyboard

Liquid has been spilled into the keyboard

- If you spilled liquid in the keyboard, turn off your server and unplug the keyboard. Clean the keyboard and turn it upside down to drain it. Let the keyboard dry before using it again. If the keyboard does not work after it dries, you may need to replace it. This type of damage is not covered by your server's warranty.

Memory

Memory errors were detected during server start up

- Open your server and make sure that the memory modules are installed correctly. For more information, see "Installing memory" on page 45.
- A memory module may be defective. If possible, try another memory module and see if the error repeats.

Modem (telephone dial-up)

See also *Internet*.

Your modem does not dial or does not connect

- Make sure that your server is connected to the telephone line and the telephone line has a dial tone.
- Make sure that the modem cable is less than 6 feet (1.8 meters) long.
- Remove any line splitters or surge protectors from your telephone line, then check for a dial tone by plugging a working telephone into the telephone jack.
- If you have additional telephone services such as call waiting, call messaging, or voice mail, make sure that all messages are cleared and call waiting is disabled before using the modem. Contact your telephone service to get the correct code to temporarily disable the service. Also make sure that the modem dialing properties are set correctly.

To check the dialing properties in Windows 2000 Server:

1. Click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.
2. Double-click the **Modems** icon, then click **Dialing Properties**. The *Dialing Properties* dialog box opens.
3. Make sure that all settings are correct.

- Make sure that you are not using a digital, rollover, or PBX line. These lines do not work with your modem.
- Check for line noise (scratchy, crackling, or popping sounds). Line noise is a common problem that can cause the modem to connect at a slower rate, abort downloads, or even disconnect. The faster the modem, the less line noise it can tolerate and still work correctly.

 Listen to the line using your telephone. Dial a single number (such as 1). When the dial tone stops, listen for line noise. Wiggle the modem cable to see if that makes a difference. Make sure that the connectors are free from corrosion and all screws in the wall or telephone jack are secure.

 You can also call your telephone service and have your telephone line checked for noise or low line levels.
- Try connecting with the modem at a lower connection speed. If reducing the connection speed lets you connect, contact your telephone service. The telephone line may be too noisy.
- Try another telephone line (either a different telephone number in your business or a telephone line at a different location). If you can connect on this line, call your telephone service.

Your 56K modem does not connect at 56K

Current FCC regulations restrict actual data transfer rates over public telephone lines to 53K. Other factors, such as line noise, telephone service provider equipment, or ISP limitations, may lower the speed even further.

If your system has a v.90 modem, the speed at which you can upload (send) data is limited to 33.6K. If your system has a v.92 modem, the speed at which you can upload data is limited to 48K. Your ISP may not support 48K uploads.

The modem is not recognized by your server

- If the modem shares the telephone line with another device, make sure that the telephone line is not in use (for example, someone is on the telephone, or another modem is in use).
- Shut down and restart your server.
- Reinstall the modem device driver. For more information, see *Using Your Server Companion CD*.
- Open your server and reseat the modem. For more information, see "Installing PCI expansion cards" on page 47.

Monitor

Your server is running but there is no picture

- Adjust the brightness and contrast controls to the center position.
- Make sure that the monitor is plugged in and turned on. If the monitor is turned on, the power LED should be lit.
- Check the port and cable for bent or damaged pins.
- Connect your monitor to another computer, or connect a monitor that you know works to your server.

The color is not uniform

Make sure that the monitor warms up for at least 30 minutes before making a final judgment about color uniformity.

Make sure that:

- The monitor is not positioned too close to another monitor, electric fan, or fluorescent light.
- You demagnetize the screen using the monitor's degauss feature. For more information on degauss, see the monitor's documentation.

A horizontal line or wire is visible across the monitor screen

The monitor may use thin *damper* wires, located approximately 1/3 of the way from the upper and lower screen edges, to stabilize the internal aperture grille. These wires are most obvious when the monitor displays a white background. The aperture grille allows more light to pass through the screen for brighter colors and greater luminescence. The damper wire is a critical part of the overall monitor design and does not negatively affect the monitor's function.

Power

You press the power button, but the server does not turn on

- If the power button LED is green, the server is turned on, but you may not be seeing an image on the monitor. For monitor troubleshooting, see "Monitor" on page 94.
- If your server is plugged into a surge protector or UPS, make sure that the surge protector or UPS is connected securely to an electrical outlet, turned on, and working correctly. One way to check this is to plug the server directly into a wall outlet, bypassing the surge protector or UPS.
- Make sure that the electrical outlet is working by plugging a working device, such as a lamp, into the outlet, then turning it on to test the outlet.
- Open your server and make sure that the power supply cable and power button cable are connected correctly to the system board.

When you turn on the server, it makes several short beeps

- The short beeps indicate the server has encountered some type of error. See "Beep codes" on page 86.

Processor

Your server does not recognize a new processor

- Make sure that the processor is fully seated in its socket. The processor should be recognized automatically if it is installed correctly.
- If you have upgraded your server from one processor to two, you may need to reconfigure your operating system so it recognizes the additional processor. For more information, see your operating system's documentation.
- Make sure that a voltage regulator is installed for each processor on the system board.

Telephone support

Before calling Gateway Technical Support

If you have a technical problem with your server, follow these recommendations before contacting Gateway Technical Support:

- Make sure that your server is connected correctly to a grounded AC outlet that is supplying power.
- If a peripheral device, such as a keyboard or mouse, does not appear to work, make sure that all cables are plugged in securely.
- If you have recently installed hardware or software, make sure that you have installed it following the instructions provided with it. If you did not purchase the hardware or software from Gateway, see the manufacturer's documentation and technical support resources.
- If you have "how to" questions about using a program, see:
 - The program's online Help
 - The program's documentation
 - Your operating system's documentation
 - The software or hardware manufacturer's Web site
- See "Troubleshooting" on page 85.
- Have your client ID, serial number (located on the back of your server case), and order number available, along with a detailed description of your issue, including the exact text of any error messages, and the steps you have taken.
- Make sure that your server is nearby at the time of your call. The technician may have you follow appropriate troubleshooting steps.
- Consider using Gateway's Internet technical support. Gateway's Web site has FAQs, tips, and other technical help. You can also use the Web site to e-mail Technical Support. For more information, visit Gateway's Technical Support Web site at support.gateway.com.

Telephone support

Gateway offers a wide range of customer service, technical support, and information services.

Telephone numbers

You can access the following services through your telephone to get answers to your questions:

Resource	Service description	How to reach
Fax on demand support	Order a catalog of documents on common problems, then order documents by document numbers. The documents will be faxed to you.	800-846-4526 (US) 877-709-2951 (Canada)
Tutorial support	Learn networking tips from Gateway's tutorial support on a per-issue fee basis.	877-485-1464 (US) 800-846-3609 (Canada and Puerto Rico) 605-232-2191 (all other countries) 800-846-1778 (TDD)
Gateway Technical Support	Talk to a Gateway Technical Support representative about a non-tutorial technical support question. (See "Before calling Gateway Technical Support" on page 96 before calling.) TDD Technical Support (for hearing impaired) is available: Weekdays 6:00 a.m. - 8:00 p.m. Central Time Weekends 6:00 a.m. - 5:00 p.m. Central Time	877-485-1464 (US) 800-846-3609 (Canada and Puerto Rico) 605-232-2191 (all other countries) 800-846-1778 (TDD)
Sales, accounting, and warranty	Get information about available systems, pricing, orders, billing statements, warranty service, or other non-technical issues.	800-846-2000 (US) 888-888-2037 (Canada)

Tutoring and training

Gateway's Technical Support professionals cannot provide hardware and software training. Instead, Gateway recommends the following training resources.

Resource	Service description	For more information
In-store training at Gateway stores	Our friendly and knowledgeable software trainers can teach you how to use the Internet and the most popular software programs, including Microsoft Word, Excel, and PowerPoint.	www.gateway.com/country
Gateway Learning Libraries	A variety of courses and tutorials are available on CD. Select from several easy-to-use learning libraries.	www.gateway.com/training
Online training from Learn@Gateway	More than 450 online courses are available from Learn@Gateway. All you have to do is go online and log in. You select the subject matter and the learning format (self-paced tutorials or virtual classrooms), all from the comfort of your computer.	www.learnatgateway.com/

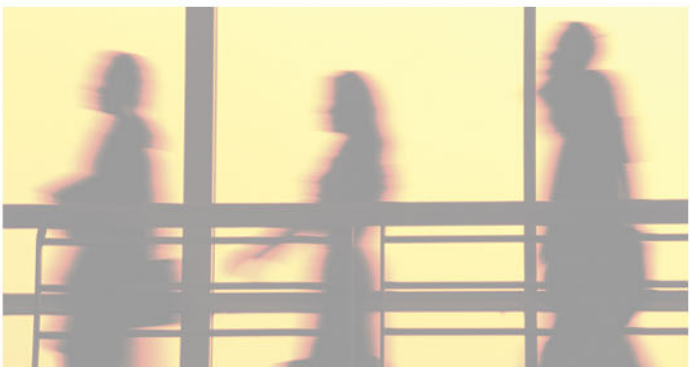


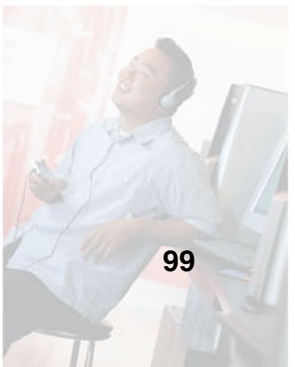
Server Specifications

A

The following specifications are for the standard configuration. Your server may contain optional equipment. All specifications are subject to change.







System specifications

Case size	Tower: 7.75 × 18 × 17.5 inches (19.69 × 45.72 × 44.45 cm)
Weight	Varies by configuration
Fans	3 chassis fans (speed adjustable)
Ports	▪ PS/2 keyboard ▪ PS/2 mouse ▪ USB (4) ▪ Serial ▪ VGA ▪ Parallel ▪ RJ-45 LAN
Drives (standard)	▪ 3.5-inch diskette ▪ CD-ROM
Card sizes	Supports full-length, full-height PCI expansion cards
Power supply	450 W RPS (2)
Operating systems	Supports Windows 2000 Server Compatible with: ▪ Windows NT ▪ Novell NetWare 6
Certifications	▪ FCC Class A ▪ UL ▪ cUL

System board specifications

Processor	Dual 603-pin (E7500) or 604-pin (E7501) sockets 400 MHz (E7500) or 400 MHz/533 MHz (E7501) system bus Supports Intel Xeon CPU with 512 KB cache 1 VRM per processor, 9.1 compliant
Chipset	Intel E7500 or E7501 ▪ 400 MHz (E7500) or 400/533 MHz (E7501) system bus ▪ Dual PC1600 (E7500) or PC2100 (E7501) DDR-SDRAM memory channels with ECC ▪ ATA-100 IDE interface, two channels ▪ USB 1.1, 4 ports
Memory	Four DIMM slots support up to 8 GB total memory ECC, registered DDR SDRAM
PCI device/slot	On-board VGA, Gb Ethernet, and U160 SCSI (E7500) or U320 SCSI (E7501) PCI slots: ▪ 32 bit/33 MHz slot (1) ▪ 64 bit/66 MHz slot (1) ▪ 64 bit/100 MHz slot (4) or 64 bit/133 MHz slot (2)
VGA	On-board ATI Rage XL ▪ 4 MB SDRAM (E7500) ▪ 8 MB SDRAM (E7501)
LAN	On-board Intel 82544GC Gb Ethernet NIC ▪ 64-bit/133 MHz PCI-X interface ▪ 10Base-T/100Base-TX/1000Base-T ▪ PXE support
RAID	LSI Elite 1600 [493]
ACPI	ACPI compliance Supports S0, S1, S4, S5
Hardware Monitor	Main logic board sensors: ▪ Voltage sensors ▪ Temperature sensors ▪ Adaptive fan speed control and fan speed detection

Environmental specifications

The following specifications identify maximum environmental conditions. At no time should the server run under conditions which violate these specifications.

Variable	Requirements
Temperature	Maximum rate of change: 18°F (10°C) per hour Nonoperating: -55° to 150°F (-48.3° to 65.5°C) Operating: 41° to 95°F (5° to 35°C); derated 0.9°F (0.5°C) for every 1,000 feet (305 meters)
Altitude	10,000 feet (3,048 meters) maximum
Humidity	Operating wet bulb: Not to exceed 91.4°F (33 °C) (with diskette drive or hard drive) Nonoperating: 95% relative (noncondensing) at 86° F (30° C)
Shock	Operating: 2.0 g, 11 msec, ½ sine Packaged: Operational after 30-inch free fall (cosmetic damage might occur)
AC input power	100-240 V, 8.0 A, 50/60 Hz

Video specifications

- DDC 2B support
- Integrated 230 MHz DAC
- 4 MB memory

Resolution support

	Refresh Rate (Hz)									
Resolution	**43**	**60**	**66**	**70**	**72**	**75**	**76**	**85**	**90**	**100**
640 × 480		×			×	×			×	×
800 × 600		×		×		×			×	×
1024 × 768		×			×	×			×	×
1280 × 1024	×	×		×	×					
1600 × 1200		×	×				×	×		

Electronic specifications

Memory map

Address Range (hex)	Amount	Function
0 to 07FFFFh	640 KB	DOS region, base system memory
0A0000h to 0BFFFFh	128 KB	Video or SMM memory
0C0000h and 0DFFFFh	128 KB	Expansion card BIOS and buffer area
0E0000h to 0FFFFFh	128 KB	System BIOS
0E0000h to 0EFFFFh	2 MB	Extended system BIOS
FC000000h to FFFFFFFFh	64 MB	PCI memory space

Interrupts

The following table reflects a typical configuration, but you can change these interrupts. Use this information to determine how to program each interrupt. The actual interrupt map is defined using configuration registers in the I/O controller. I/O Redirection Registers in the I/O APIC are provided for each interrupt signal. The signals define hardware interrupt signal characteristics for APIC messages sent to local APIC(s).

Important



If you disable an IDE controller to free the interrupt for that controller, you must physically unplug the IDE cable from the system board. Simply disabling the drive by configuring the SSU option does not make the interrupt available.

Interrupt (IRQ)	Description
0	8254 timer
1	Keyboard controller
2	Cascade
3	Serial port
4	Serial port

Interrupt (IRQ)	Description
5	USB
6	Diskette controller
7	Parallel
8	Real-time clock
9	ACPI SCI
10	
11	
12	Mouse controller
13	System interrupt/FERR
14	Primary IDE
15	Secondary IDE

PCI interrupt routing

PCI interrupt routing in PIC mode

Device	Interrupt A	Interrupt B	Interrupt C	Interrupt D
Rage XL	-ICH3 P IRQB			
Debug slot	-ICH3 P IRQE	-ICH3 P IRQF	-ICH3 P IRQG	-ICH3 P IRQH
Intel 82544GC	P1 IRQ 0			
SCSI 7899W	S1 IRQ 0	S1 IRQ 1		
PCI slot 1	S1 IRQ 4	S1 IRQ 5	S1 IRQ 2	S1 IRQ 3
PCI slot 2	-S2 IRQ 4	-S2 IRQ 5	-S2 IRQ 6	-S2 IRQ 7
PCI slot 3	PCI IRQ 0	PCI IRQ 1	PCI IRQ 2	PCI IRQ 3
PCI slot 4	-P2 IRQ 4	-P2 IRQ 5	-P2 IRQ 6	-P2 IRQ 7
PCI slot 5	-P2 IRQ 0	-P2 IRQ 1	-P2 IRQ 2	-P2 IRQ 3

Additional specifications

For more information about your server, such as memory size, hard drive size, and processor type, visit Gateway's *eSupport* page at support.gateway.com. The *eSupport* page also has links to additional Gateway documentation and detailed specifications for your own server.



B

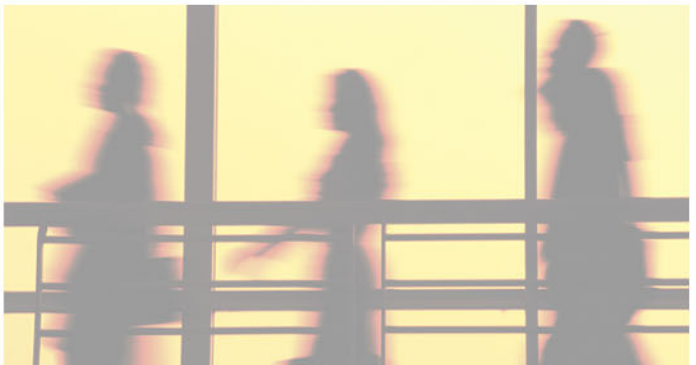
BIOS Settings

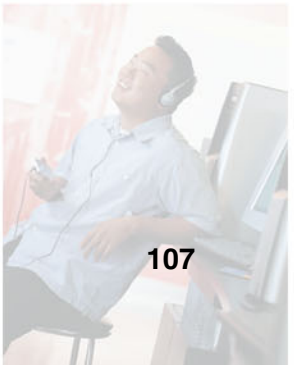
You can print this appendix, then record your custom BIOS settings on the printout. Only settings which can be changed are listed in this appendix. For a complete list of viewable BIOS settings, run the BIOS Setup utility.

To view all BIOS settings:

1. Restart your server.
2. Press **F2** when the Gateway logo screen appears during startup. The BIOS Setup utility opens.
3. Select menus and submenus to display setting information.







BIOS menu	BIOS submenu	Setting	Value
Main		System Time	
		System Date	
Advanced		Plug & Play O/S	
		Reset Config Data	
	SuperIO Configuration	OnBoard Floppy Controller	
		Serial Port1 Address	
		Parallel Port Address	
		Parallel Port Mode	
		ECP Mode DMA Channel	
		Parallel Port Irq	
	IDE Configuration	OnBoard PCI IDE Controller	
	IDE Configuration: Primary IDE Master	Type	
		LBA/Large Mode	
		Block (Multi-Sector Transfer)	
		PIO Mode	
		DMA Mode	
		S.M.A.R.T.	
		32Bit Data Transfer	
		ARMD Emulation Type	
	IDE Configuration: Primary IDE Slave	Type	
		LBA/Large Mode	
		Block (Multi-Sector Transfer)	
		PIO Mode	
		DMA Mode	

BIOS menu	BIOS submenu	Setting	Value
		S.M.A.R.T.	
		32Bit Data Transfer	
		ARMD Emulation Type	
	IDE Configuration: Secondary IDE Master	Type	
		LBA/Large Mode	
		Block (Multi-Sector Transfer)	
		PIO Mode	
		DMA Mode	
		S.M.A.R.T.	
		32Bit Data Transfer	
		ARMD Emulation Type	
	IDE Configuration: Secondary IDE Slave	Type	
		LBA/Large Mode	
		Block (Multi-Sector Transfer)	
		PIO Mode	
		DMA Mode	
		S.M.A.R.T.	
		32Bit Data Transfer	
		ARMD Emulation Type	
	IDE Configuration: Floppy Configuration	Floppy A	
	OnBoard Devices Configuration	OnBoard LAN Device	
		Onboard SCSI Controller	

BIOS menu	BIOS submenu	Setting	Value
		OnBoard VGA Device	
		Legacy USB Support	
	Remote Access Configuration	Remote Access	
Power		Power Button Mode	
		AC Power Failure	
		Standby Time Out	
Boot		Quiet Boot	
		Wait for ‘F1’ If Error	
	Boot Device Priority	1st Boot Device	
		2nd Boot Device	
	Removable Devices	1st Removable Device	
Security		Supervisor Password	
		User Password	



Safety, Regulatory, and Legal Information

C

Important safety information

Your Gateway system is designed and tested to meet the latest standards for safety of information technology equipment. However, to ensure safe use of this product, it is important that the safety instructions marked on the product and in the documentation are followed.

Warning



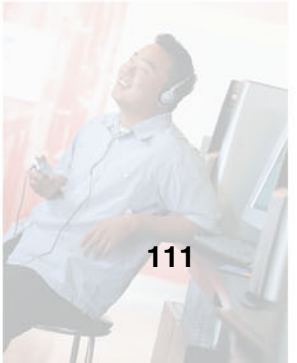
Always follow these instructions to help guard against personal injury and damage to your Gateway system.

Setting up your system

- Read and follow all instructions marked on the product and in the documentation before you operate your system. Retain all safety and operating instructions for future use.
- Do not use this product near water or a heat source such as a radiator.
- Set up the system on a stable work surface.







- The product should be operated only from the type of power source indicated on the rating label.
- If your computer has a voltage selector switch, make sure that the switch is in the proper position for your area. The voltage selector switch is set at the factory to the correct voltage.
- Openings in the computer case are provided for ventilation. Do not block or cover these openings. Make sure you provide adequate space, at least 6 inches (15 cm), around the system for ventilation when you set up your work area. Never insert objects of any kind into the computer ventilation openings.
- Some products are equipped with a three-wire power cord to make sure that the product is properly grounded when in use. The plug on this cord will fit only into a grounding-type outlet. This is a safety feature. If you are unable to insert the plug into an outlet, contact an electrician to install the appropriate outlet.
- If you use an extension cord with this system, make sure that the total ampere rating on the products plugged into the extension cord does not exceed the extension cord ampere rating.
- If your system is fitted with a TV Tuner, cable, or satellite receiver card, make sure that the antenna or cable system is electrically grounded to provide some protection against voltage surges and buildup of static charges.

Care during use

- Do not walk on the power cord or allow anything to rest on it.
- Do not spill anything on the system. The best way to avoid spills is to avoid eating and drinking near your system.
- Some products have a replaceable CMOS battery on the system board. There is a danger of explosion if the CMOS battery is replaced incorrectly. Replace the battery with the same or equivalent type recommended by the manufacturer. Dispose of batteries according to the manufacturer's instructions.
- When the computer is turned off, a small amount of electrical current still flows through the computer. To avoid electrical shock, always unplug all power cables and modem cables from the wall outlets before cleaning the system.

Warning



This unit has two power supplies. To remove power from all internal circuitry you must disconnect both power cords.

- Unplug the system from the wall outlet and refer servicing to qualified personnel if:
 - The power cord or plug is damaged.
 - Liquid has been spilled into the system.
 - The system does not operate properly when the operating instructions are followed.
 - The system was dropped or the cabinet is damaged.
 - The system performance changes.

Replacement parts and accessories

Use only replacement parts and accessories recommended by Gateway.

Important



Do not use Gateway products in areas classified as hazardous locations. Such areas include patient care areas of medical and dental facilities, oxygen-laden environments, or industrial facilities.

Warning



To reduce the risk of fire, use only No. 26 AWG or larger telecommunications line cord.

Regulatory compliance statements

United States of America

Federal Communications Commission (FCC)
Unintentional emitter per FCC Part 15

FCC Part 15 Class A Statement

The server is designated as complying with Class A requirements if it bares the following text on the rating label:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference.

(2) This device must accept any interference received, including interference that may cause undesired operation.

This device has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a commercial installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference with radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case you will be required to correct the interference at your own expense.

Caution



Changes or modifications not expressly approved by Gateway could void the FCC compliance and negate your authority to operate the product.

Telecommunications per FCC part 68
(applicable to products fitted with USA modems)

Your modem complies with Part 68 of the Federal Communications Commission (FCC) rules. On the computer or modem card is a label that contains the FCC registration number and Ringer Equivalence Number (REN) for this device. If requested, this information must be provided to the telephone company.

An FCC-compliant telephone line cord with a modular plug is required for use with this device. The modem is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68-compliant. See installation instructions for details.

The Ringer Equivalence Number (REN) is used to determine the number of devices which may be connected to the telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

If this device causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. The telephone company may request that you disconnect the equipment until the problem is resolved.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of this equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

This equipment cannot be used on telephone company-provided coin service. Connection to party line service is subject to state tariffs. Contact the state public utility commission or public service commission for information.

When programming or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call.
- Perform such activities in the off-peak hours such as early morning or late evenings.

The United States Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone fax machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, an identification of the business, other entity, or other individual sending the message, and the telephone number of the sending machine or such business, other entity, or individual. Refer to your fax communication software documentation for details on how to comply with the fax-branding requirement.

FCC declaration of conformity

Responsible party:

Gateway Companies, Inc.
610 Gateway Drive, North Sioux City, SD 57049
(605) 232-2000 Fax: (605) 232-2023

Product:

- Gateway 980 Server

For unique identification of the product configuration, please submit the 10-digit serial number found on the product to the responsible party.

This device complies with Part 15 of the FCC Rules. Operation of this product is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution



Changes or modifications not expressly approved by Gateway could void the FCC compliance and negate your authority to operate the product.

Canada

Industry Canada (IC)
Unintentional emitter per ICES-003

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe A prescrites dans le règlement sur le brouillage radioélectrique édicté par Industrie Canada.

Telecommunications per DOC notice
(for products fitted with an IC-compliant modem)

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operation, and safety requirements. The Department does not guarantee the equipment will operate to the users' satisfaction.

Before installing this equipment, users should make sure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the inside wiring associated with a single-line individual service may be extended by means of a certified connector assembly. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should make sure, for their own protection, that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Warning



To avoid electrical shock or equipment malfunction do not attempt to make electrical ground connections by yourself. Contact the appropriate inspection authority or an electrician, as appropriate.

The **Ringer Equivalence Number** (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

Laser safety statement

All Gateway systems equipped with CD and DVD drives comply with the appropriate safety standards, including IEC 825. The laser devices in these components are classified as "Class 1 Laser Products" under a US Department of Health and Human Services (DHHS) Radiation Performance Standard. Should the unit ever need servicing, contact an authorized service location.

Warning



Use of controls or adjustments or performance of procedures other than those specified in this manual may result in hazardous radiation exposure. To prevent exposure to laser beams, do not try to open the enclosure of a CD or DVD drive.

California Proposition 65 Warning

Warning



This product contains chemicals, including lead, known to the State of California to cause cancer and/or birth defects or reproductive harm.

Notices

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14303 Gateway Place
Poway, CA 92064 USA

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Index

Numerics

3.5-inch drive adapter 36
5.25-inch drive
 installing 35
 location 2

A

accessories
 safety precautions 112
add-in card
 see card
adding
 see installing
administrator password
 see supervisor password
Advanced menu
 BIOS Setup utility 76, 108

B

backplane
 installing 60
 location 5
battery
 location 7
 replacing 71
 troubleshooting 85
beep codes 86
BIOS
 recovering 77
 resetting 78
 resetting passwords 79
 settings 107
 troubleshooting 87
 updating 77
BIOS Setup utility 75
 Advanced menu 108
 Boot menu 110
 Main menu 108
 menus 76, 108
 navigating through 76
 opening 76
 passwords 22, 79
 Power menu 110
 recording configuration 21
 Security menu 110
 settings 107
 troubleshooting 87
boot
 device 14
 menu 14
Boot menu
 BIOS Setup utility 76, 110

C

cable clips
 location 5
card
 fan 5, 7
 installing 47
 paired slots 47
 reseating 47
 retention clip 5
 retention cover 5
 retention cover lever 4
 retention cover release latch 5
 slot location 6, 47
 troubleshooting 89
case
 closing 32
 opening 28
CD
 Server Companion 24
 troubleshooting 88
CD drive
 installing 35
 location 2
 troubleshooting 88
cleaning
 keyboard 19
 screen 19

servers 18
tape drive 20
closing
case 32
CMOS battery
see battery
conditioner
line 12
configuration jumper 7
connections
auxiliary power 7
diskette drive 7
fans 6, 7
front panel 7
IDE 7
intrusion switch 7
keyboard 4
LAN 4
lock slot 4
main power 7
monitor 4
mouse 4
network 4
parallel 4
power 4, 7
power supply manageability 7
RJ-45 4
SCSI 7
serial 4
USB 2, 4
VGA 4
converting to rackmount 10
cover panels
removing 28
cover release latch
location 2

D

DDR SDRAM
see memory
device drivers
installing 24
DIMM
see memory
diskette drive
connector 7
installing 35
location 2
replacing 35
troubleshooting 88
display
troubleshooting 94
documentation
Gateway Web site 8
Server Companion CD 24
drive adapter 36
drive bays
location 2
drivers
installing 24
drives
CD 2, 35
configuring 34
diskette 2, 35
hard drive 42
hot-swap 3, 42
installing 34
installing 5.25-inch 35
installing CD 35
installing diskette 35
installing hard drive 42
installing hot-swap 42
installing RAID 42
installing SCSI 42
RAID 3, 42
replacing 34
SCSI 3, 42
tape 20
troubleshooting 88, 89

E

electronic specifications 104
electrostatic discharge (ESD) 27
environmental specifications 102
error messages 83
eSupport 106

Exit menu
BIOS Setup utility 76
expansion card
see card

F

fans
connectors 7
hot-swap bay 5, 7
installing 69
location 4, 5, 7
PCI card 5, 7
rear 4, 5
finding specifications 99, 106
front panel connector 7

G

Gateway 8
Learn@Gateway 98
Learning Libraries 98
stores 98
Technical Support 96
Web address 8
Gateway Server Manager 22

H

hard drive
indicator 2
installing 42
LED indicator 2
troubleshooting 89
heat sink
installing 52
help
telephone support 96
tutoring 98
hot-swap
cage 60
hard drives 3, 42
power supply 57
hot-swap drives
fan 5, 7
installing 42
location 2

I

IDE
BIOS configuration 108
cables 34
connectors 7
drive configuration 34
indicators 2, 13
installing
5.25-inch drive 35
add-in card 47
backplane 60
battery 71
card 47
CD drive 35
diskette drive 35
expansion cards 47
fans 69
hard drive 42
heat sink 52
hot-swap cage 60
hot-swap drive 42
media drive 35
memory 45
PCI card 47
power supply 57
processor 52
RAID drive 42
SCSI backplane 60
SCSI drive 42
system board 66
voltage regulator 56
Internet connection
troubleshooting 91
interrupts 104
PCI routing 105
intrusion switch 7
intrusion switch connector
location 7
IRQ assignments 104

J

jacks
 see connections
jumper location 7

K

Kensington lock slot 4
keyboard
 cleaning 19
 port 4
 troubleshooting 92

L

LAN jack 4
LED indicators 2, 13
line conditioners 12
lock
 Kensington 4
 key 2, 29
 location 2, 4

M

Main menu
 BIOS Setup utility 76, 108
maintenance
 cleaning 18
 cleaning case 18
 cleaning keyboard 19
 cleaning screen 19
 Gateway Server Manager 22
 general guidelines 18
 recording BIOS configuration 21
master boot record 91
memory
 installing 45
 map 104
 slot location 7
 troubleshooting 92
messages 83
modem
 connection speed 93
 troubleshooting 92
monitor
 cleaning 19
 port 4
 troubleshooting 94
motherboard
 see system board
mouse port 4

N

network jack 4
non-technical support
 Accounting 97
 Sales 97
 Warranty 97

O

opening case 28
operating system
 setting up 16

P

parallel port 4
password
 resetting BIOS 79
 supervisor 22
 user 22
PCI card
 fan 5, 7
 slot 6
PCI expansion card
 see card
PCI interrupt routing 105
ports
 see connections
POST (power-on self-test) 14
power
 auxiliary connector 7
 BIOS Setup utility 110
 button 2, 13, 15
 cord connector 4, 7
 indicator 2, 13
 LED 2, 13
 line conditioners 12
 main connector 7

protecting from surges 11
reset button 2
source problems 11
static electricity 27
surge protectors 11
troubleshooting 95
uninterruptible power supply (UPS) 12
Power menu
BIOS Setup utility 76, 110
power supply
installing 57
manageability connector 7
uninterruptible 12
power-on self-test 14
processor
fan connector 7
heat sink 52
installing 52
location 6
replacing 52
troubleshooting 95

R

rackmount 10
RAID cage 60
RAID drives
installing 42
location 3
RAM
see memory
rear fan 4, 5
recovering
BIOS 77
removing
see installing
replacing
see installing
reset button 2
resolution
video 103
resources
interrupts 104
memory map 104
RJ-45 jack 4

S

safety
general precautions 10, 111
guidelines for troubleshooting 82
static electricity 27
screen
cleaning 19
troubleshooting 94
SCSI
backplane 60
connector 7
determining failed 43
ID 42
installing drives 42
SDRAM
see memory
security
set passwords 22
setting up in BIOS 22
supervisor password 22
system 22
user passwords 22
using password 22
Security menu
BIOS Setup utility 76, 110
security switch connector
location 7
serial number 96
serial port 4
Server Companion CD 8, 24
setting up
hardware 10
operating system 16
safety precautions 10, 18, 111
Setup utility
see BIOS Setup utility
slots
card 6
memory 7
processor 6

voltage regulator 7
specifications 99, 106
electronic 104
environmental 102
system board 101
video 103
starting server 13
static electricity 27
supervisor password 22
surge protector 11
system 100
administration 22
control 22
management 22
security 22
specifications 100
startup 13
system board
components 6, 7
installing 66
replacing 66
specifications 101
thumbscrew location 4
system configuration
protecting with passwords 22
system interrupts 104
system recovery
recording BIOS configuration 21

T

tape drive
cleaning 20
technical support
FaxBack support 97
resources 96
Technical Support 96, 97
tips before contacting 96
telephone support 96
training
CD 98
classroom 98
Gateway Learning Libraries 98
Learn@Gateway 98
troubleshooting
add-in card 89
battery 85
beep codes 86
BIOS 87
card 89
CD 88
CD drive 88
diskette drive 88
error messages 83
expansion card 89
faxed answers 97
general guidelines 85
general safety guidelines 82
hard drive 89
IDE drive 90, 91
Internet connection 91
keyboard 92
master boot record 91
memory 92
modem 92
monitor 94
power 95
power source problems 11
processor 95
safety guidelines 82
SCSI drive 90
technical support 96
telephone support 96
video 94
turning off server 15
turning on server 13

U

uninterruptible power supply (UPS) 12
updating BIOS 77
UPS 12
USB ports
location 2, 4
user password 22
utilities
BIOS Setup 75

V
VGA port 4
video 103
voltage regulator
 installing 56
 location 7

W
Web site
 Gateway 8